



## ▶ MGC 25

# Getting Started Guide

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## Regulatory Notices

### United States Federal Communication Commission (FCC)

**Part 15: Class A Statement.** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. Test limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manuals, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his or her own expense.

**Part 68: Network Registration Number.** This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. This equipment is identified by the FCC registration number.

If requested, the FCC registration Number and REN must be provided to the telephone company.

Any repairs to this equipment must be carried out by Polycom Inc., or our designated agent. This stipulation is required by the FCC and applies during and after the warranty period.

### Canadian Department of Communications (EC)

Polycom Inc., declares that the MGC-50 and MGC-100 with NET-2/4/8 cards are in conformity with the following relevant harmonized standards:

EN 60950: 1992 Including Amendments 1,2,3 & 4

EN 55022: 1994

EN 50082: 1997

Following the provisions of the Council Directive 1999/EC on radio and telecommunication terminal equipment and the recognition of its conformity.

**Notice:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunication network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment malfunctions, may give the telecommunications company causes to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

## Regulatory Notices

### Russian Communication Certificate

MGC-25 complies with the Russian Ministry of Communication requirements stated in certificate OC/1-MM-15.



### Chinese Communication Certificate

#### 声 明

此为 A 级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

### Korean Communication Certificate

#### 사용자 안내문 (A급 기기)

본 기기는 업무용으로 전자파적합등록을 받은 기기이오니, 만약 잘못 구입하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다.

#### Class A Equipment

Please note that this equipment has been approved for business purposes with regards to electromagnetic interference. If purchased in error for use in residential areas, you may wish to exchange the equipment where you purchased it.

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## Before You Begin

This Getting Started Guide provides information on installation and basic operation of your MGC-25. For more information on defining and running conferences, defining IVR services and managing the system, refer to the *MGC Manager User's Guide Volumes I & II* and the *MGC Administrator's Guide* included with the system. References to the relevant chapters of these guides are included throughout this Getting Started Guide.



This is an example of notes that you may encounter throughout this guide.

## System Overview

The MGC-25 is a multi-network solution that provides you with feature-rich, economical and easy-to-use multipoint voice, video and gateway conferencing.

### **Polycom MGC-25 highlights:**

- A compact, ready-to-go multipoint conferencing and gateway solution
- Easy installation
- An easy start with preset configurations for voice, video, unified and gateway conferencing
- Easy field upgrades
- A rich feature set providing high value and cost-effective conferencing
- Ad Hoc conference capabilities and a complete set of scheduling and management tools
- Unmatched performance with high quality video and audio
- Quality of Service for IP networks

## Safety Requirements

For your protection, please read these safety instructions completely before operating the equipment.

- Look carefully for potential hazards in your work area: moist floors, ungrounded power cables, frayed power cords, missing safety grounds and so forth.
- Locate the main circuit breaker within the room.
- Locate the emergency power *OFF* switch within the room.
- Never assume that power is disconnected from a circuit.
- Only use the power cord supplied with the system.
- The power cord should only be connected to a power outlet that has a protective ground contact.
- Ensure that the power cord is easily accessible from the back of the system at all times.
- When moving the system, the LCD Display door must always be closed.
- Place the equipment in a well-ventilated area where the vents are free from obstruction.
- Do not place heavy objects directly on top of the MGC-25.
- Do not use liquids around your equipment.
- Never open or disassemble this equipment.

## General Site Requirements

This section describes the requirements your site must meet for the safe installation and operation of the system.

### Placement of the System

Place the MGC-25 on a hard, flat surface such as a desktop or mount it on a rack. For more information, see Chapter 2, “Installing the MGC-25 in a Rack” on page 2-8.

The airflow of the MGC-25 is from front to back. Be sure that the areas in the front and back of the system are clear for proper ventilation.



When mounting the system on a rack, always use brackets or a shelf. Never install the MGC-25 system by only fastening the front screws to the rack.

### Network Equipment, Numbers and Addresses

Obtain the following information from your network administrator:

- IP address for the MGC-25
- Subnet Mask for the MGC-25
- Default Gateway IP Address (optional)
- Gatekeeper IP Address, if applicable

For ISDN configurations, obtain the following definitions of your equipment and information from your network service provider:

- PRI line(s) or Leased Line(s)
- Directory number range(s)
- Switch Type
- Line Coding
- Line Framing
- Numbering Plan
- Numbering Type



If the MGC-25 has to be connected to the public ISDN network, an external CSU or similar equipment is needed.

## MGC-25 Specifications

Table 1-1 lists the specifications of the MGC-25 unit.

*Table 1-1: MGC-25 Unit Specifications*

| <b>Physical</b>              |   |
|------------------------------|---|
| Height                       | 2U (88.90 mm)                                       |
| Width                        | 19" (48 cm)   |
| Depth                        | 19" (48 cm)   |
| Weight                       | Up to 31 lb (14 kg)                                 |
| Free space above MCU         | not required  |
| <b>Power Supply</b>          |   |
| AC Input                     | 100–240 VAC, 50/60 Hz                               |
| <b>Power Consumption</b>     |   |
| AC Maximum Power consumption | AC Voltage—up to 2 AMP at 100 VAC, 1 AMP at 240 VAC |
| <b>Environment</b>           |   |
| Operating temperature        | 10°–40°C (50°–104°F)                                |
| Storage temperature          | -40°–70°C (40°–158°F)                               |
| Relative humidity            | 15%-90% no condensing                               |
| Operating altitude           | Up to approx. 3,000 m (10,000 ft.)                  |
| Storage altitude             | Up to approx. 12,000 m (40,000 ft.)                 |
| Operating ESD                | +8 kV   |
| Storage ESD                  | +15kV   |
| <b>Diagnostics</b>           |   |
| Power up                     | Yes   |
| On-line                      | Yes   |
| Remote                       | Yes   |

Table 1-1: MGC-25 Unit Specifications

| <b>External Communications</b>         |   |
|--|---|
| Data rates                             | 6 Kbps–1920 Kbps (E1)   |
| Network interfaces                     | <b>ISDN:</b> T1 PRI, E1 PRI, Multirate ISDN (H0), NFAS, Leased Lines: T1/E1<br><b>T1-CAS</b> lines<br><b>H.323 &amp; SIP:</b> LAN |
| Clock synchronization                  | Synchronizes to external network  |
| <b>Local/Remote External Equipment</b> |   |
| Operator workstations                  | LAN/RS-232/Modem/Internet   |
| Reservation systems                    | LAN/Internet/Modem  |



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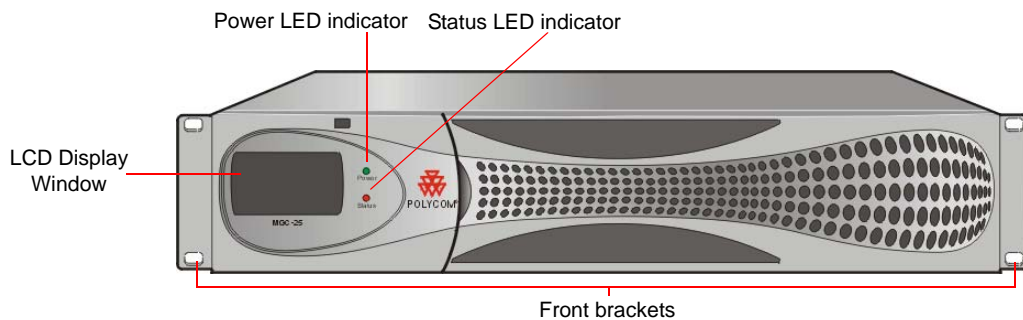
# Hardware Description and Installation

Be sure to follow the safety precautions on page 1-2 before installing your system.

## Hardware Description

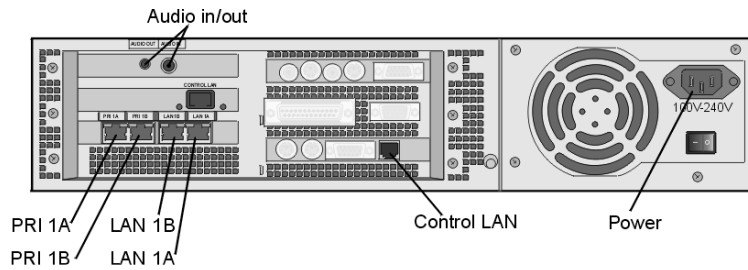
### Front Panel

The MGC-25 front panel includes an LCD Display window which indicates system and network statuses.



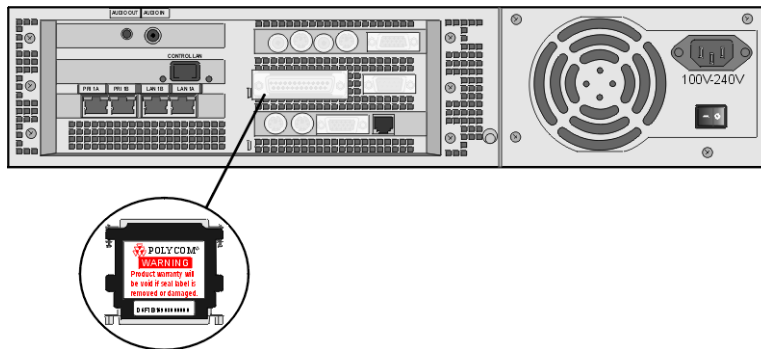
## Rear Panel

The MGC-25 rear panel includes interfaces for two PRI connections, two LAN connections, one Control LAN connection, a power cable, power switch, cooling fan and interfaces for Polycom Support personnel.



## Dongle

The Polycom MGC-25 Dongle is a hardware key that is installed in the parallel port on the rear panel. This device contains configuration and licensing data that is necessary for your system to function.

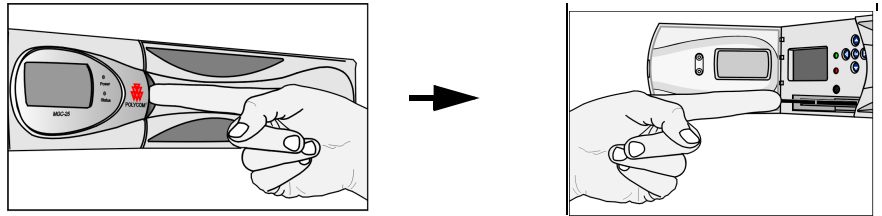


Never remove the dongle unless instructed by authorized support personnel. Do not remove or damage the dongle label.



## MGC-25 LCD Display Window

Open the panel door to access buttons for scrolling through the LCD screens and configuring the system.



### Working With the LCD Display Window

The LCD display window enables you to configure the MCU IP address and view system status information without connecting to any external device.

The first time you use the MGC-25, the IP Configuration screen is displayed.

#### To navigate within an LCD Display:

Using the arrow buttons next to the LCD display window, you can navigate within an LCD display to choose options, view system status, modify the MCU IP address, save data and cancel parameter modifications.

- To scroll vertically in a display, use the **up/down** (▲▼) buttons.
- On some displays, **OK** and **Cancel** options appear. To select one of these options, use the **up/down** (▲▼) and **left/right** (◀▶) buttons to highlight the desired option and then press the **Select** (Sel) button to execute the operation.

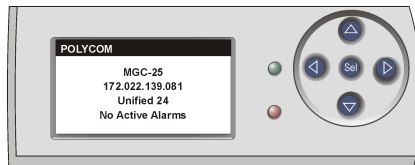


When modifying the parameters on the IP Configuration display, navigation works differently.

## System Idle Display

When there are no actions being performed via the LCD Display or no alarms detected, the following information is displayed:

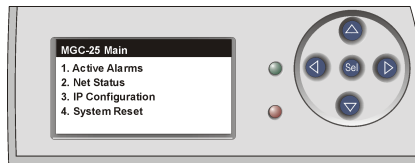
- Product Name
- IP Address
- Configuration Name
- Active Alarms Status



This display is shown whenever there have not been any actions performed via the LCD Display for 30 seconds.

## Main Menu

To access the *Main Menu* from the *System Idle* display, press any button.



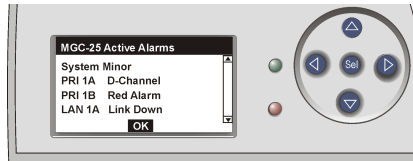
The *Main Menu* in the LCD window includes four options:

- *Active Alarms* - displays network and system errors, if any
- *Net Status* - displays the status of each network connection
- *IP Configuration* - displays the IP address, Subnet Mask and Default Gateway addresses. You can configure these values.
- *System Reset* - resets the system

To access an option, scroll with the **up/down** (▲/▼) buttons until the desired option is selected, and then press the **Select** (Sel) button.

## Active Alarms

To access the *Active Alarms*, select the first option from the *MGC-25 Main* menu.



If there are no active alarms, selecting the *Active Alarms* option shows the *System Idle* display.

To scroll vertically through the Active Alarms, press the **right** (▶) button to highlight the scroll bar and then use the **up/down** (▲/▼) buttons to scroll.

The possible alarms are described in Table 2-1:

Table 2-1: Alarms Shown in the LCD Display Window

| Alarm Type           | Description  |
|----------------------|--|
| <i>System Errors</i> | <p><b>Major/Minor Alarm</b></p> <p>The system has an error. To view details about the error: in the MGC Manager, right-click the <i>MCU</i> icon, and then click <b>Faults</b>. For details about <i>Faults</i>, see the <i>MGC Administrator's Guide</i>, Chapter 5.</p>  |
| <i>PRI Errors</i>    | <p><b>R - Red Alarm</b></p> <p>No connection is detected. There are no physical or higher layer protocols established. The line cannot be used for service when a red alarm is detected. Check the network cable.</p> <p><b>Y - Yellow Alarm</b></p> <p>The system is receiving a "Far End Alarm Failure." This failure indicates that layer 1 and layer 2 protocols have been established but the layer 3 protocol is not yet established. The line cannot be used for service when a yellow alarm is detected. Check the network cable and contact your service provider.</p> <p><b>N - Normal</b></p> <p><b>D - D Channel</b> not established.<br/>Check the network cable and contact your service provider.</p> |
| <i>LAN Errors</i>    | <p><b>L - Link Down</b> - There is no signal from the network.</p> <p><b>N - Normal</b></p>  |

Table 2-1: Alarms Shown in the LCD Display Window

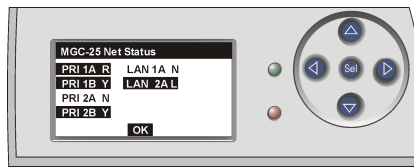
| Alarm Type            | Description  |
|-----------------------|--|
| Control<br>LAN errors | <b>L - Link Down</b> - There is no signal from the network.<br><b>N - Normal</b> |

To return to the *Main Menu*, use the **left/right** (◀▶) buttons to highlight the **OK** option, and then press the **Select** (Sel) button.

### Net Status

The *Net Status* display lists all network links with their available statuses.

If there are no active alarms, selecting the *Net Status* option shows the *System Idle* display.

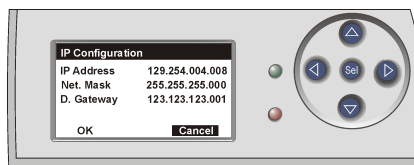


Network statuses are described in Table 2-1.

### IP Configuration

The *IP Configuration* function is available in the *Main Menu* and is displayed automatically the first time you access the system.

The *IP Configuration* display shows the IP address, Subnet Mask and Default Gateway values of the system.



To modify these values, follow the instructions on page 3-1.

To save the values and reset the system, use the **left/right** (◀▶) buttons to select **OK**, and then press the **Select** (Sel) button.

Alternatively, to return to the *Main Menu* without saving changes, use the **left/right** (◀▶) buttons to select **Cancel**, and then press the **Select** (Sel) button.

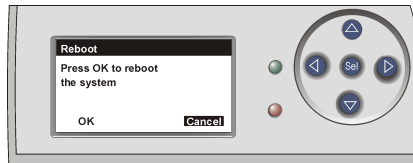


The **OK** option appears only if a component has been modified.

When the cursor is on the first component of the IP address, you can press the left arrow button to access the **OK** and **Cancel** options.

### System Reset

The *System Reset* function is available from the *Main Menu*.



To reset the system, use the arrow buttons to select **OK**, and then press the **Select** (Sel) button.

To cancel, use the arrow buttons to select **Cancel**, and then press the **Select** (Sel) button.

### Manual System Reset

You can reset the system manually at any time by holding down the **left** (◀) and **right** (▶) buttons simultaneously.

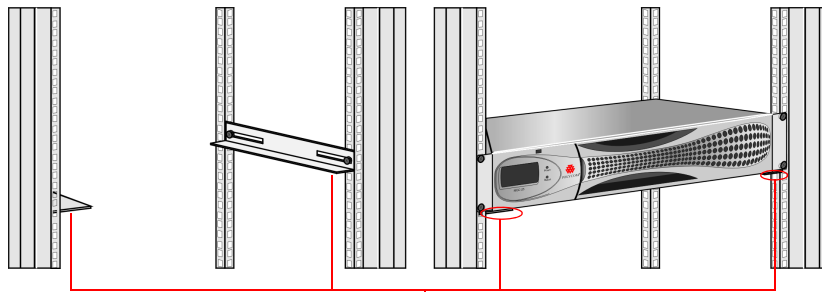


# Hardware Installation

## Installing the MGC-25 in a Rack

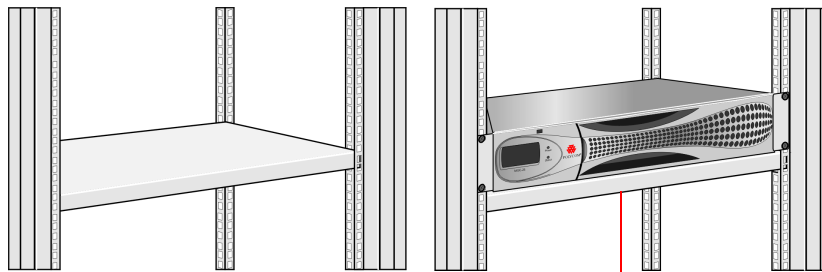
There are two methods to install the system in a rack:

- Install brackets supplied by the rack manufacturer on each side of the rack on which the MGC-25 is placed. Secure the system by fastening four screws to the rack on the front panel.



Place the system on brackets that have been installed according to rack manufacturer specifications

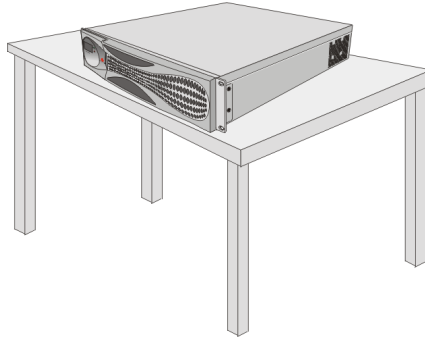
- Install a shelf supplied by the rack manufacturer. Place the MGC-25 on top of the shelf. Secure the system by fastening four screws to the rack on the front panel.



Place the system on a shelf that has been installed according to rack manufacturer specifications

## Placing the MGC-25 on a Desktop

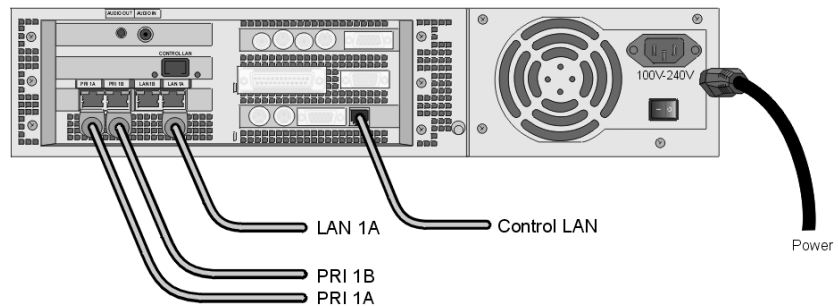
Place the system on a secure, flat and clean surface and avoid placing anything on top of the system.



## Connecting Cables

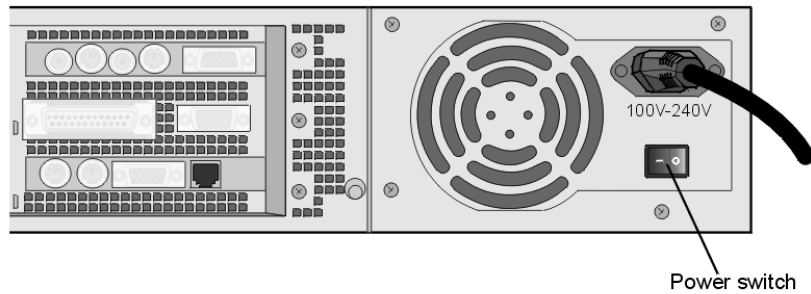
Connect the following cables:

- Power cable - insert the connector firmly into the socket so that almost all of the narrow section of the connector is inserted
- ISDN PRI or T1-CAS cables (optional)
- LAN network cable (optional)
- Control LAN cable (to the LAN network with MGC Manager PC)



## Powering Up the System

1. Make sure the power cable is connected to the system and to a grounded power outlet.
2. Press the power switch to “1” to start the system.



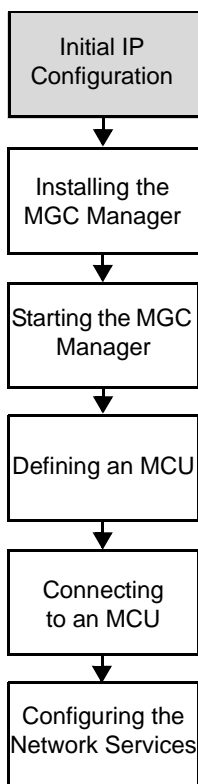
On the front panel of the MGC-25 the power indicator LED and the LCD Display Window flash. The system startup may take up to five minutes.



Wait at least 10 seconds between turning the system off and turning it on. If you turn the system off and then try to turn it on right away, the system will not allow powering up for one minute.



# Initial System Setup



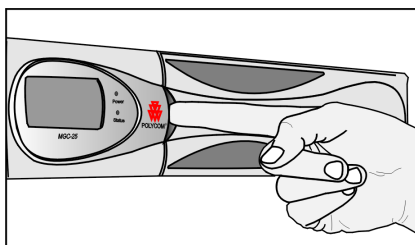
The MGC-25 requires basic configuration before you can start running conferences.

## Initial IP Configuration

The system is shipped with a default IP address: 129.254.4.8. Whenever the system is turned on, the system checks the IP address. If the currently defined IP address is 129.254.4.8, the system assumes that it has not been configured and shows the IP Configuration parameters on the LCD window. You can now enter the IP address allocated to the MCU using the LCD and the arrow keys.

### To configure the IP address of the MGC-25:

1. Open the panel for the LCD as shown:

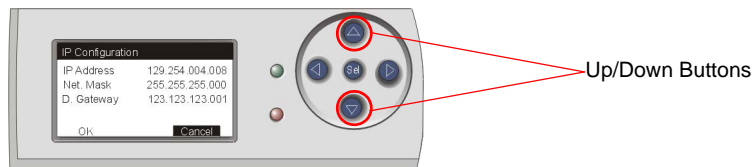


The *IP Configuration* is displayed.

2. Start by modifying the IP Address.  
Using the Left/Right buttons, move to the desired number to modify.

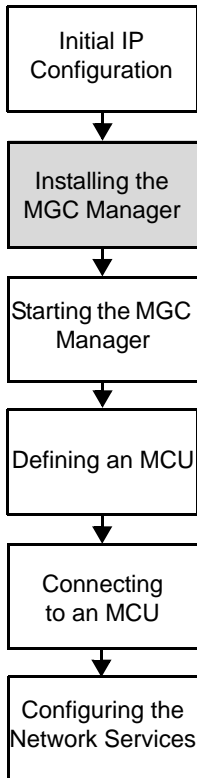


3. Using the up/down buttons, modify the number. The number value range is 0-255. To scroll through the numbers by tens, keep the button pressed.



4. After modifying a component, press the Right arrow button to move to the next component to modify. Press the Left arrow button to return to a previous component.
5. Repeat steps 2 to 4 to modify the remaining components of the IP address.
6. Press the Right arrow button to move to the Subnet Mask IP number. The Subnet Mask is assigned values according to the IP address entered. If you do not want to modify the Subnet Mask, press the Right arrow button until you reach the Default Gateway number. If no additional changes are required, skip to step 8.
7. Enter the IP address of the Default Gateway if the MCU is connected to a network other than the one used by the PC running the MGC Manager.
8. After completing the modifications of all numbers, press the Right arrow button (▶) until **OK** is selected, and then press the **Select** (Sel) button.  
A notification that the system will be reset is displayed.
9. Press the **Select** (Sel) button to reset the system.

## Installing the MGC Manager



To set up conferences and to control the MGC unit you must install the MGC Manager software on a PC. Up to 30 MGC Manager-enabled PCs can be connected to each MGC-25. A single MGC Manager-enabled PC can manage multiple MGC systems.

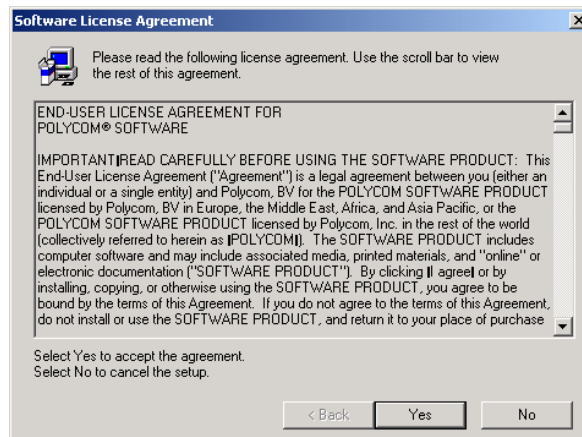
During the installation, default Reservation templates are installed.



The MGC-25 is shipped with a default IVR Service, default Entry Queue Service, and a default conference profile. For information about restoring these services when upgrading MCU software, refer to the *MGC Administrator's Guide, Chapter 5*.

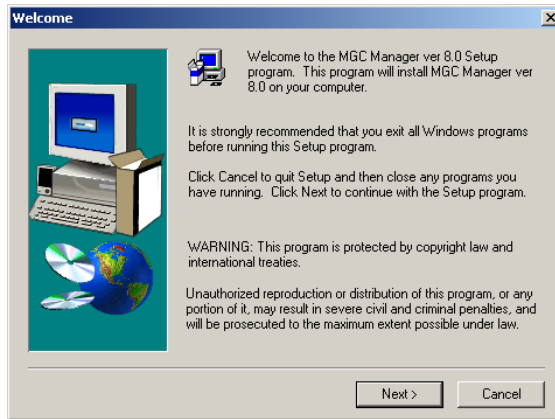
### To install the MGC Manager software:

1. Insert the software CD into the CD drive.
2. On the *Start* menu, click **Run**.  
The *Run* dialog box opens.
3. Type **D:\SETUP** (where D is the name of the CD drive), and then click **OK**.  
The installation wizard starts and the *License Agreement* window opens.



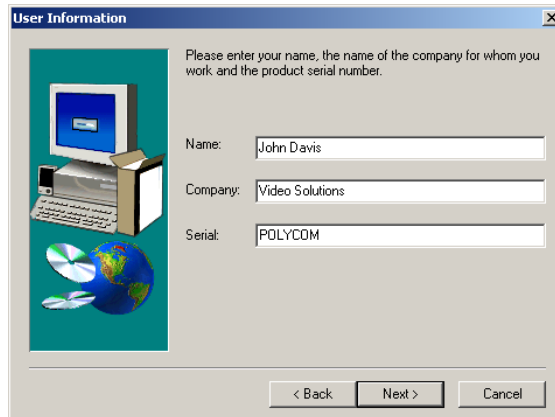
4. Click **Yes** to agree to the terms of the agreement or **No** to exit the installation.

If you clicked **Yes**, the *Welcome* window opens.



5. Click **Next**.

The *User Information* screen opens.



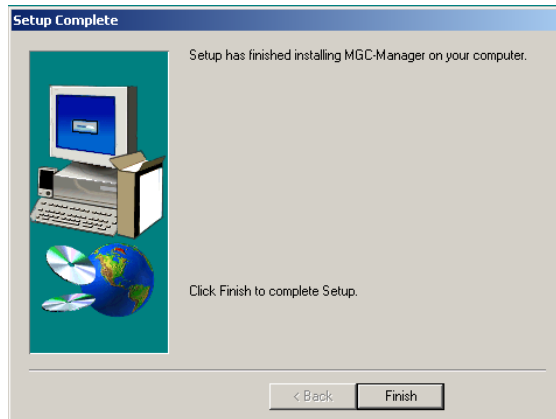
6. Enter your name and the name of your company in the appropriate boxes.

For a standard installation, enter **Polycom** in the *Serial* box.

7. Click **Next**.

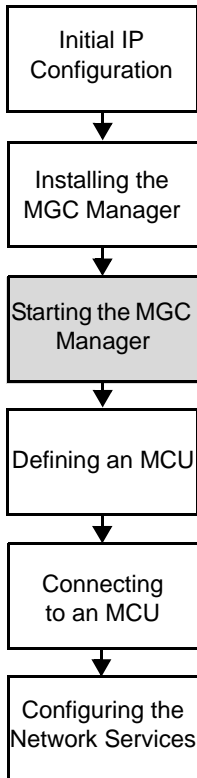
Follow the on-screen instructions to complete the installation process.

At the end of the installation procedure, the *Setup Complete* window opens.



8. Click **Finish**.  
The MGC Manager software is now installed on your computer.

# Starting the MGC Manager



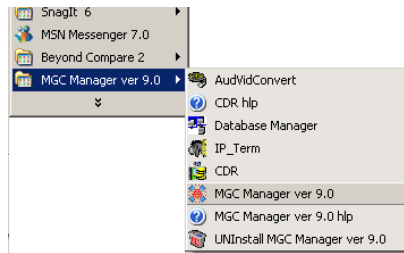
The MGC Manager can connect to several MGC units simultaneously. The first time you run the MGC Manager application, or when a new MCU is added to your configuration, you must first define each MCU's IP address and listening port number.



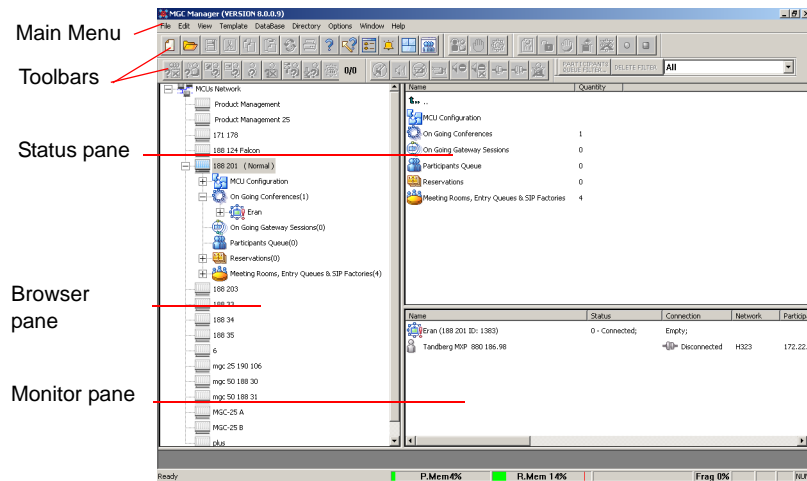
The MGC unit has to be installed and its IP address properly configured before defining its connection parameters in the MGC Manager application. For details, see "Initial IP Configuration" on page 3-1 in this guide.

### To define an MGC connection:

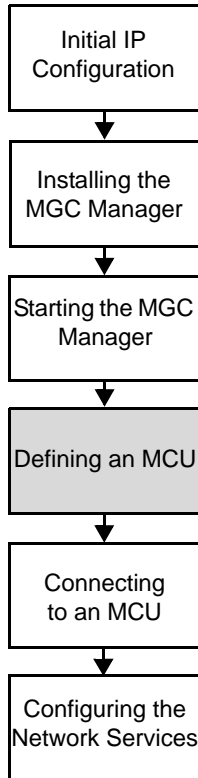
- On the *Start - Programs* menu, click **MGC Manager ver 9.0**, and then click **MGC Manager ver 9.0** to start the application.



The *MGC Manager* main window opens.



## Defining an MCU



### To define a new MCU:

1. In the *Browser* pane, right-click the *MCU Network* icon, and then click **New MCU**.



The *Add MCU* dialog box opens.

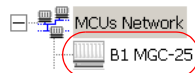
2. In the *Name* box, enter the name of the MCU, using up to 20 characters (no comma, period or semicolon). Specify a name that clearly identifies the MCU.
3. In the *IP Address* box, enter the IP Address of the MCU.



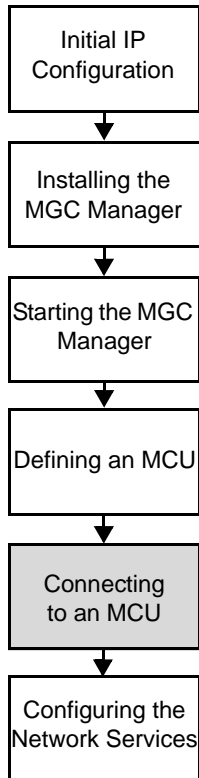
The IP address should be identical to the one configured in the LCD Display during the Initial IP Configuration settings.

4. Click **OK**.

The *Add MCU* dialog box closes. A new icon with the specified MCU name appears in the *Browser* pane listed below the *MCUs Network* icon.



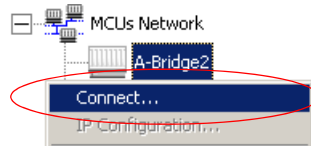
## Connecting to an MCU



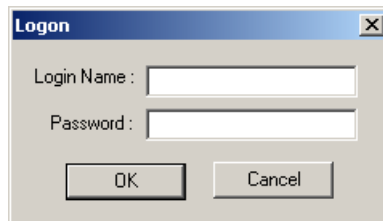
Once the MCU connection parameters are defined, the MGC Manager can be connected to all defined MCUs simultaneously. The MGC Manager allows you to set up conferences, make reservations, monitor On Going Conferences and perform other activities on several MCUs. The MGC Manager reports the status of each MCU connection.

### To connect the operator workstation to an MCU:

1. In the *Browser* pane, expand the *MCUs Network* tree. A list of MCUs appears below the *MCUs Network* icon.
2. Double-click the *MCU* icon. Alternatively, right-click the *MCU* icon, and then click **Connect**.



The *Logon* dialog box opens.



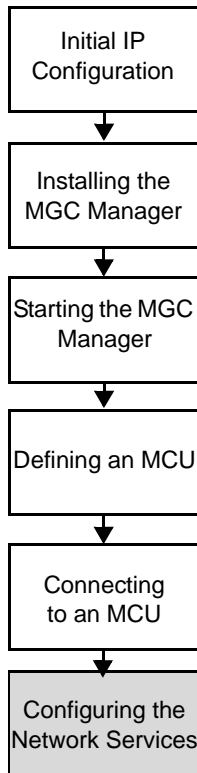
3. Enter your *Login Name* and *Password*, and then click **OK**.



Each MCU is initially configured with a default operator whose *Login* and *Password* are both POLYCOM. Additional operators can be defined. For more details, see the *MGC Administrator's Guide, Chapter 6*.



## Configuring the Network Services



If no Network Services have been configured, depending on your system configuration, an appropriate Network Configuration dialog box is automatically displayed.

- If your system is configured to work with both IP and ISDN, the *Network Configuration Wizard* dialog box is displayed. This section describes the configuration of both IP and ISDN Network Services.
- If your system is configured to work with IP only, the *IP Configuration* dialog box is displayed. For details, see page 3-10.
- If your system is configured to work with ISDN only, the *ISDN Configuration* dialog box is displayed. For details, see “To configure an ISDN Network Service:” on page 3-13.

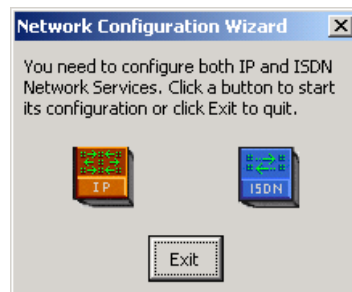
### Network Configuration Wizard

The *Network Configuration Wizard* enables you to set up the ISDN and IP network services quickly.



For information about defining T1-CAS Network Services, defining additional ISDN or IP Network Services, adding advanced definitions or modifying existing Network Services, refer to the *MGC Administrator's Guide, Chapter 3*.

You can access the *Network Configuration Wizard* any time from the MCU right-click menu.



You can start the configuration process in any order, by clicking the appropriate Network button.

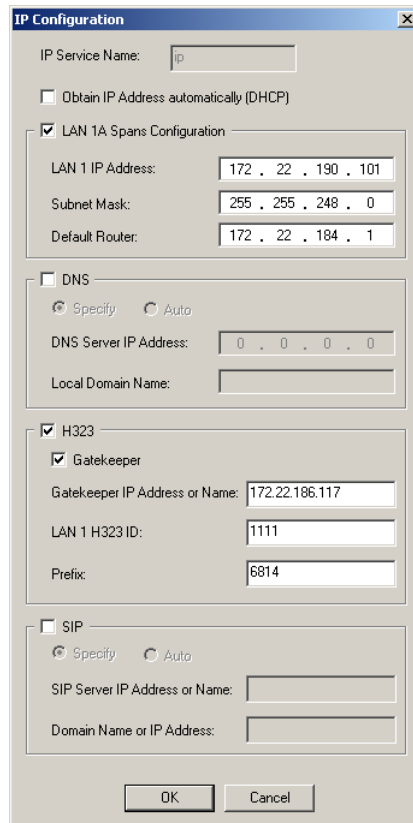


To route Meet Me H.323 dial-in participants to their conferences, some gatekeepers require configuration of an IP Network Service prefix. If your gatekeeper requires the definition of a prefix, configure it in the gatekeeper before you define the IP Network Service.

### To configure the IP Network Service:

1. In the *Network Configuration Wizard* window, click the **IP** button.

The *IP Configuration* dialog box opens.



The screenshot shows the 'IP Configuration' dialog box with the following settings:

- IP Service Name: ip
- Obtain IP Address automatically (DHCP)
- LAN 1A Spans Configuration
  - LAN 1 IP Address: 172 . 22 . 190 . 101
  - Subnet Mask: 255 . 255 . 248 . 0
  - Default Router: 172 . 22 . 184 . 1
- DNS
  - Specify  Auto
  - DNS Server IP Address: 0 . 0 . 0 . 0
  - Local Domain Name:
- H323
  - Gatekeeper
  - Gatekeeper IP Address or Name: 172.22.186.117
  - LAN 1 H323 ID: 1111
  - Prefix: 6814
- SIP
  - Specify  Auto
  - SIP Server IP Address or Name:
  - Domain Name or IP Address:

Buttons: OK, Cancel

## 2. Define the following parameters:

Table 3-1: IP Configuration Parameters

| Field   | Description  |
|---|--|
| <i>IP Service Name</i>                        | Enter a name using up to 20 characters, or use the default name (IP Default Service).  |
| <i>Obtain IP Address Automatically (DHCP)</i> | Select this check box to use a DHCP server for automatic assignment and tracking of IP addresses to the conference devices.<br>Do not select this check box if you need to establish a static IP address, for example, when working with a firewall and you need to translate an internal IP address, that must be static, with an external one.   |
| <b>LAN 1A Spans Configuration</b>             | Select this check box to indicate that a LAN span is connected to the IP card in the MCU and to define the properties of this card.  |
| <i>LAN 1 IP Address</i>                       | Enter the IP address of the IP card installed in the MCU. When the DHCP server is used, the IP address of the card appears as 0.0.0.0.   |
| <i>Subnet Mask</i>                            | Enter the subnet mask of the MCU's IP card. If the DHCP is used, the subnet mask is automatically retrieved from the DHCP server and cannot be modified.<br>The detected number appears in the card's <b>Properties-Settings-IP Network Parameters</b> box.  |
| <i>Default Router</i>                         | Enter the IP of the default router in this box. If a DHCP is used, the IP address of the default router is automatically retrieved from the DHCP server and cannot be modified.  |
| <b>DNS</b>                                    | <b>DNS</b> — Select this check box to indicate that a DNS server is used in the network and then select: <ul style="list-style-type: none"> <li>• <b>Specify</b> — to enter the IP address of the DNS server.</li> <li>• <b>Auto</b> — to automatically detect the primary DNS IP address, provided the DNS Server is defined in the DHCP and if the <i>DHCP -obtain IP Address Automatically</i> check box was selected.</li> </ul> |

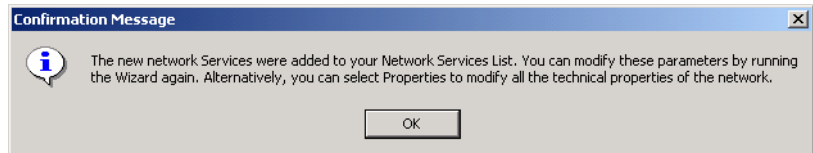
Table 3-1: IP Configuration Parameters (Continued)

| Field                                | Description  |
|--------------------------------------|--|
| <i>DNS Server IP Address</i>         | If DNS – <i>Specify</i> was selected, this field is mandatory. Enter the IP address of the primary DNS server to be used for name translation.   |
| <i>Local Domain Name</i>             | Enter the domain name where the MCU is installed. The name of the domain includes the host part of URL or URI, for example, <i>polycom.com</i> . This field is used both for SIP proxy registration and DNS resolution and therefore it is required if you are using DNS servers in this service.  |
| <b>H.323</b>                         | Select this option if this Network Service will be used to connect to H.323 participants.  |
| <i>Gatekeeper</i>                    | Select this checkbox if a gatekeeper is used with this Service.  |
| <i>Gatekeeper IP Address or Name</i> | Enter either the gatekeeper's host name (if the DNS server is enabled and the gatekeeper is registered with the DNS), or IP address.   |
| <i>LAN 1 H323 ID</i>                 | The H.323 identification is a number used to identify the card's span. It can be any whole number between 0 to 65535. This number is assigned to a specific IP address and must be unique per MCU.   |
| <i>Prefix</i>                        | Enter the prefix that is used when registering the MCU with the gatekeeper (when applicable). This prefix is used by H.323 participants as part of the dialing string when connecting to the MCU.  |
| <b>SIP</b>                           | Select this check box if this Network Service will be used by SIP participants to connect to the MCU. Then select:<br><b>Specify</b> —to manually define the SIP server.<br><b>Auto</b> — to automatically detect the SIP server's IP address if a DHCP or if a DNS Server is present and defined. |
| <i>SIP Server IP Address or Name</i> | If <i>SIP – Specify</i> was selected, enter either the IP address of the preferred SIP server or its host name (if a DNS server is used)   |

Table 3-1: IP Configuration Parameters (Continued)

| Field                            | Description  |
|----------------------------------|--|
| <i>Domain Name or IP Address</i> | Conferences and Entry Queues can be registered in the proxy in the format <i>user@host</i> . for example, EQ1@polycom.com.<br>When dialing to a conference or Entry Queue, the SIP server expects to receive the host either as domain name or as an IP address. |

- Click **OK**.  
If your system supports only IP networks, a confirmation message is displayed.



- Click **OK** to confirm.

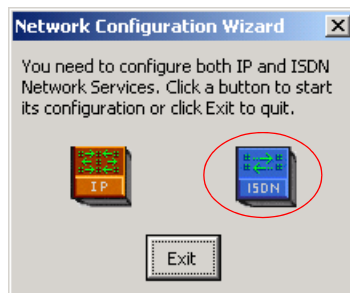


If you are defining only the IP Network Service, the Network Configuration dialog box closes and the new IP Network Service appears in the *IP Network Services* list. You must reset the MCU.

If you are defining both IP and ISDN Network Services, the *Network Configuration Wizard* dialog box is displayed.

#### To configure an ISDN Network Service:

- Click the **ISDN** button.



The *ISDN Configuration* dialog box opens.

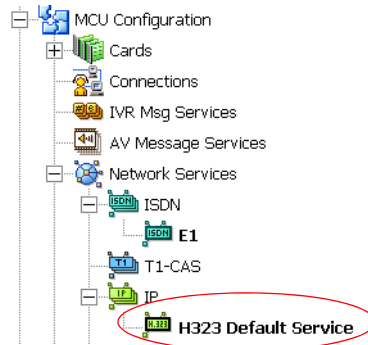
The screenshot shows the 'ISDN Configuration' dialog box. It has a title bar with the text 'ISDN Configuration' and a close button. The main area contains the following elements:

- 'ISDN Service Name:' followed by a text box containing 'ISDN Default Service'. A red circle is around the text box.
- 'ISDN Setting' section with two checkboxes: 'PRI 1A' and 'PRI 1B'. A red circle is around the 'PRI 1A' checkbox.
- 'Line Type:' followed by a dropdown menu showing 'T1'. A red circle is around the dropdown.
- 'Switch Type:' followed by a dropdown menu showing 'AT&T 4ESS'. A red circle is around the dropdown.
- A note: 'For NFAS or Leased 24 configuration - create a new network service (Under MCU Configuration)'. A red circle is around the note.
- 'Dial-In Numbers Range' section with two text boxes: 'From:' and 'To:'. A red circle is around the 'From:' text box.
- 'Cancel' and 'OK' buttons at the bottom.

2. In the *ISDN Service Name* box, enter a name or use the default name (*ISDN Default Service*).
3. Select the *PRI 1A* check box to define the parameters of the first ISDN span.
4. If a second span is connected to the MCU, select the *PRI 1B* check box.
5. From the *Line Type* drop-down list; select either **T1** (usually in the U.S), or **E1** (usually in Europe).
6. From the *Switch Type* drop-down list, select the brand and revision level of equipment installed in the telephone company's central office.
7. In the *Dial-In Numbers Range* boxes, enter the phone numbers to be used for dial-in connections as allocated to the MCU by your service provider. Enter the first and last numbers in the range of phone numbers.
8. Click **OK**.  
A confirmation message is displayed.





9. Click **OK**.

The *Network Configuration* dialog box closes and the new Network Services appear in the *Network Services* list. These Network Services automatically set as the default services.



The following icons are used to indicate the Network Service types:

Table 3-2: IP Network Service Icons

| Icon  | Description  |
|---|--|
|    | The Network Service supports both SIP and H.323 connections. |
|  | The Network Service supports only H.323 connections.         |
|  | The Network Service supports only SIP connections.           |
|  | The Network Service supports only ISDN connections.          |

The Network Services definition is complete.

For advanced settings, see the *MGC Administrator's Guide, Chapter 3*.

## Modifying Network Services

To make changes in the IP and ISDN configurations, right-click the MCU and select **Fast Configuration Wizard**. The Network Configuration Wizard window opens.

To change IP configurations click the IP button. To change ISDN configurations click the ISDN button. For information regarding the configurable fields in the relevant dialog boxes see “*Network Configuration Wizard*” on page 3-9. For additional information about setting the Network Service as default, see the *MGC Administrator's Guide, Chapter 3, “Setting the Default Network Service”*.



---

# Conference Types

Different conference types are available according to their initiation modes: reservationless conferences and scheduled conferences.

## On-demand Conferences (Reservationless Conferencing)

Reservationless conferencing enables you to immediately start and connect to On Going conferences from your endpoint, with no advanced scheduling. The MGC Manager offers two methods for Reservation-less conferencing:

- Ad Hoc Conferencing
- Meeting Rooms

### Ad Hoc Conferencing

In Ad Hoc conferencing, the participant connects to an Ad Hoc-enabled Entry Queue. An Entry Queue is a special routing lobby to which one or more dial-in numbers are assigned. The participant is prompted for the destination conference Numeric ID. If no conference with a matching Numeric ID is running, the system creates a new On Going conference, provided the participant has the permission to do so. The new conference is created according to the conference parameters defined in a Profile assigned to the Entry Queue. In this method, the conference Profile is created only once, and is used repeatedly to create numerous conferences.

This conferencing method is often used to globally enable all employees in an organization to start On Going Conferences from their endpoints, without having to define the conference parameters for each employee and for each conference.

When authentication with external database application is configured for the Entry Queue and for the conference, the MCU verifies with the external

database application whether a conference with a specific Numeric ID may be started. This is the method used with Windows Messenger and Office Communicator to initiate multipoint Video or Audio conferences.

For more information about Ad Hoc conferencing, see the *MGC Manager User's Guide, Volume II, Chapter 3*.

## Meeting Rooms

Meeting Rooms are conferences created once, with no starting date or time, no reserved resources and it can be activated as many times as required. The Meeting Room remains in passive mode until the first participant connects to it and activates the conference. To start the conference you simply let the participants know the start date and time, dial-in number and the Numeric ID of the conference. No prior booking is required. The conference returns to passive mode once the conference ends and remains in the MCU memory until the next activation. In this mode, a Meeting Room is usually defined for each of the employees in your organization. This may require tedious work when your organization includes many employees, and it also loads the MCU memory with all the saved Meeting Rooms.

## Scheduled Conferences

You can define a conference to start at a certain date and time or to start immediately. Scheduled conferences run once and are then deleted from the MCU memory. For scheduled conferences, the MCU reserves resources for the conference participants, provided the participant endpoints are defined during the conference definition. You can define conferences without defining their participants and let participants connect to the conference as long as there are resources available.

## Video Conference Attributes

There are four general types of video conferences:

- **Video Switching** - A conference in which all participants use the same video and audio formats. Whenever a participant starts to speak, the participant appears on all endpoints in full screen display as the conference is a voice activated video switching conference.
- **Transcoding** (requires Video card) - A conference in which participants use different video, audio and data formats, while maintaining the highest video and audio capability each participant can achieve with his or her codec. Like video switching, the current speaker is displayed on all endpoints in full screen.
- **Continuous Presence** (requires Video card) - A conference in which several participants can be viewed simultaneously. In this type of conference, the highest video, audio and data quality for each participant depends on the participants endpoint capabilities.

In a traditional Continuous Presence conference, each participant uses a different video port on the Video card. This method enables such features as full Transcoding per participant, Personal Layouts (individualized Continuous Presence layouts per participant) and maintenance of overall video and audio quality for the conference—even when participants with lower capabilities connect. However, this method limits the number of Continuous Presence participants to the number of ports on the Video card, which is six.

- **Conference On Port** (requires Video card) - A conferencing method suitable for large Continuous Presence conferences or when several Continuous Presence conferences are running on the MCU.

In Conference On Port, all conference participants use a single video port. This method allows for more than six participants to join a Continuous Presence conference and allows for up to six Continuous Presence conferences to be run on the MCU.

In a Conference on Port conference, a video layout can be selected for the conference, but all the participants, including the speaker, view the same layout and the same participants. The Personal layout selection is not available in Conference on Port and the video quality is determined by the highest common video parameters and by the video line rate.

## Entry Queue

An Entry Queue is a special routing lobby that is used for routing participants to their target conferences. One or several dial-in numbers are assigned to the Entry Queue, and they are used by callers to all conferences. Once callers are connected to the Entry Queue, they are routed and connected to the target conferences if they provide the appropriate conference IDs and passwords (optional). Both Video and Audio Only conferences can be accessed from an Entry Queue. For information about defining an Entry Queue, see Chapter 6, “Defining a New Audio Only Entry Queue” on page 6-1 or Chapter 7, “Defining a New Video Entry Queue” on page 7-1.

---

## Basic Operation

This chapter describes how to start, monitor and manage On Going Conferences.

### Reservation Templates

A Reservation template includes the conference parameters, such as the conference media (audio, video), video session type, line rate, video protocol and other video parameters, IVR and more. The reservation can include the conference participant parameters.

#### Default Reservation Templates

Five default Reservation templates are installed with the MGC Manager:

- **Default-Audio:** Audio Only with Default IVR service
- **Default\_COP:** Conference On Port at 384 Kbps
- **Default\_Video:** Continuous Presence Conference at 384 Kbps
- **SW CP:** Software Continuous Presence (H.323 only) at 384 Kbps
- **Video-Switch:** Video Switching at 384 Kbps



In order to run a **Default\_Video** or **Default\_COP** conference, the Video+ card and MGC Version 5.6 or later must be installed in your system.

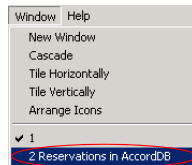
Using the default Reservation templates, you can schedule a conference to start immediately (On Going Conference), or to start automatically at a predefined date and time (Reservation). For details of the default Reservation templates parameters, see “Appendix A: Default Templates”.

## Starting a Conference

You can start an On Going Conference from one of the default Reservation templates provided with the system, or you can define a new On Going Conference. For more details about defining new conferences, see “Defining a New Audio Conference” on page 6-1 or “Defining a New Video Conference” on page 7-1.

### To start an On Going Conference from a default Reservation template:

1. Connect to an MCU. For more details, see “Connecting to an MCU” on page 3-8.
2. The *Default* folder in the *Reservations Database* window opens automatically when you open the MGC Manager. Otherwise, access this window by clicking **Reservations in AccordDB** from the *Window* menu.



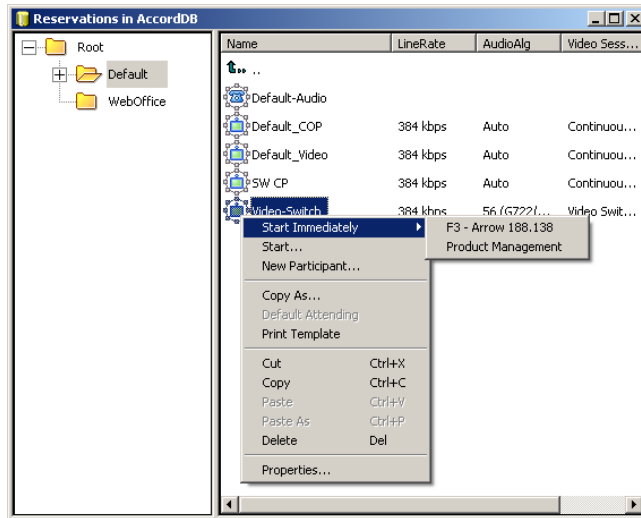
The *Reservations Database* window opens.



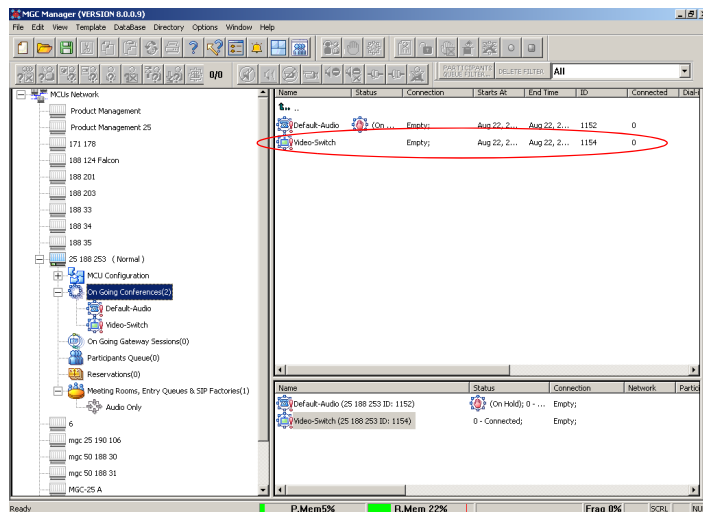
If the Reservations Database window did not appear automatically and is not included in the Window menu options, reopen this window using the login procedure described in the *MGC Manager User's Guide, Volume 1, Chapter 3, MGC Manager Basics*.

3. In the *Reservations Database* window, expand the *Default* folder to display the list of default Reservation templates.

- Right-click the icon of the appropriate Reservation template to start, and then click **Start Immediately**. If more than one MCU is connected, select the name of the MCU to run the conference from the pop-up list.



The conference begins and appears in the list of On Going Conferences.



If no participants were defined in the Reservation template, the conference starts but contains no participants.

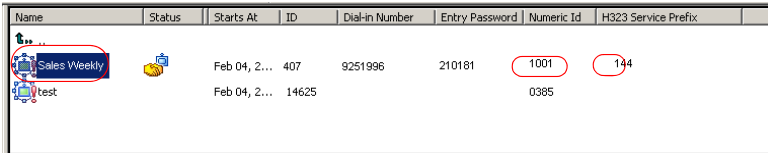
## Viewing the Conference Dial-in Properties

The dial-in numbers and passwords needed to enter a conference, including IP Network Prefixes and Numeric IDs appear in the MGC Manager *Status* pane.

**To view the list of On Going Conferences and their dial-in numbers:**

- Expand the *MCU* tree, and then click the *On Going Conferences* icon.

The list of On Going Conferences with their Numeric IDs and dial-in numbers are displayed in the *Status* pane.



| Name         | Status | Starts At    | ID    | Dial-in Number | Entry Password | Numeric Id | H323 Service Prefix |
|--------------|--------|--------------|-------|----------------|----------------|------------|---------------------|
| Sales Weekly |        | Feb 04, 2... | 407   | 9251996        | 210181         | 1001       | 134                 |
| test         |        | Feb 04, 2... | 14625 |                |                | 0385       |                     |

In some configurations, the ISDN/PSTN number is truncated by the PBX, and you must add the appropriate prefix to the dial-in number that is displayed in the *Status* pane.



## Connecting to a Conference/Entry Queue

Defined dial-in participants can connect to any conference by dialing the conference dialing string (ISDN, H.323 or SIP). The MCU identifies their CLI or IP address (as defined in the participant properties) and routes them to the appropriate conference. Dial-out participants must be defined in the conference.

Undefined participants can connect directly to conferences defined as Meet Me per Conference or Meeting Room by dialing its dial-in string. If required, the participants enter the conference password before joining the conference.

Undefined participants can also connect to a single-dial Entry Queue to access conferences. The dialing methods are the same as for the conference. Once participants connect to the Entry Queue, they are routed to their conference according to the conference numeric ID or password that they enter.

In the default templates, just the Audio Only template is defined with *Entry Queue Access*. To create a new video conference with *Entry Queue Access*, see “Creating an On Going Video Conference” on page 7-6.

## Dialing-in to a Conference/Entry Queue

Undefined dial-in participants can access the conference using the following methods:

### ISDN/PSTN Participants

Audio Only, PSTN and ISDN Video participants dial the conference/Entry Queue ISDN dial-in number, as assigned to the conference Entry Queue by the operator or automatically by the MCU. The dial-in number can be viewed in the MGC Manager *Status* pane.

### H.323 Participants

When a gatekeeper is present, H.323 participants dial: the [IP Network Service Prefix] and [conference/Entry Queue Numeric ID or name] for example, if the Network Service prefix is **925** and the Conference Numeric ID is **1222**, participants will dial **9251222**. If participants dial only the Network Service Prefix, or if the wrong numeric ID is dialed, participants will be automatically routed to the default Entry Queue if one is defined. For more information about the IP Network Service Prefix, see Chapter 3.

For example, if the IP Network Service prefix is 27, the conference Numeric ID is 1478 and the conference name is 'MARKETING', the participant can dial 271478 or 27MARKETING. IF the Entry Queue name is EQ1 and its numeric ID is 3000, the participant can dial 273000 or 27EQ1 to access the MR. IF only 27 is dialed, participants are be routed to the default Entry Queue (if one is defined).

When no gatekeeper is present, H.323 participants dial the IP address of the MCU's IP card, followed by ## and the conference/Entry Queue Numeric ID. For example, if the IP card address is 172.22.190.162, participants will enter 172.22.190.162##1478 to access the conference, or 172.22.190.162##3000 to access the Entry Queue.

If no Entry Queue /conference numeric ID or if the wrong numeric ID is entered, participants are be routed to the default Entry Queue (if one is defined). If no default entry queue is defined in the system, the call is disconnected.

### **SIP participants**

When a new conference reservation or Entry Queue is defined the conference or Entry Queue registers with the SIP proxy.

SIP participants dial the conference/Entry Queue URI using the format: Conference or Entry Queue name@domain name.

For example, MRO1@polycom.com, or EQ1@polycom.com.

Usually for SIP conferencing, an Ad Hoc Entry Queue is used. In this scenario, the first participant dials the Entry Queue and creates a new conference, while the other conference participants dial directly to the conference using the conference name or Numeric ID.

When dialing from a Microsoft Windows Messenger endpoint that does not have DTMF capabilities, the first participant (who creates the new conference in Ad Hoc Conferencing) enters the Entry Queue name followed by the target conference name and the numeric ID in the format:

EQ Name(Target Conference Name)(Target Conference Numeric ID).

For example, **EQ1(sales)(12345)**. In this example, the Entry Queue name is **EQ1**, and a new On Going Conference by the name **sales** with the Numeric ID **12345** will be created on the MCU.



You do not need to add the domain name to the conference name, as it is automatically added by Microsoft Windows Messenger when the request is sent to the SIP server.

## Monitoring On Going Conferences

You can monitor conferences and perform various operations while conferences are running.

Monitoring involves viewing the status of On Going Conferences and the status of their participants.

Three levels of monitoring are available with the MGC Manager:

- *General Monitoring* - You can monitor the general status of all the On Going Conferences and their participants in the MGC Manager main window.
- *Conference Level Monitoring* - You can view additional information regarding the conference using the *Conference - Properties* option.
- *Participant Level Monitoring* - You can view detailed information on the participant's status using the *Participant - Properties* option.

When an operator is available to attend participants, you can view the status of participants in the *Participants Queue* window. For more information about the *Participants Queue*, see the *MGC Manager User's Guide, Volume I, Chapter 8*.

Operations can be performed at the conference level or at the participant level. For example, you can terminate a conference before its scheduled ending or you can extend its duration. You can also disconnect an individual participant while the conference is in progress, or temporarily mute transmission to and from a site so that the other participants can hold a private discussion. You can also connect dial-out participants during the conference and add a new participant while the conference is in session.

### General Monitoring

Monitoring a conference enables you to keep track of its participants and its progress. When monitoring a conference, you can check whether all its participants are correctly connected and whether errors and faults have occurred.

The MGC Manager allows you to monitor several On Going Conferences simultaneously. The On Going Conference information is easily available and clearly represented.

## Monitoring a Conference

When you click a conference icon, the conference appears in the *Status* pane. However, to get more details regarding the conference and participants statuses or to monitor several conferences simultaneously, it is advised to monitor the conferences in the *Monitor* pane.



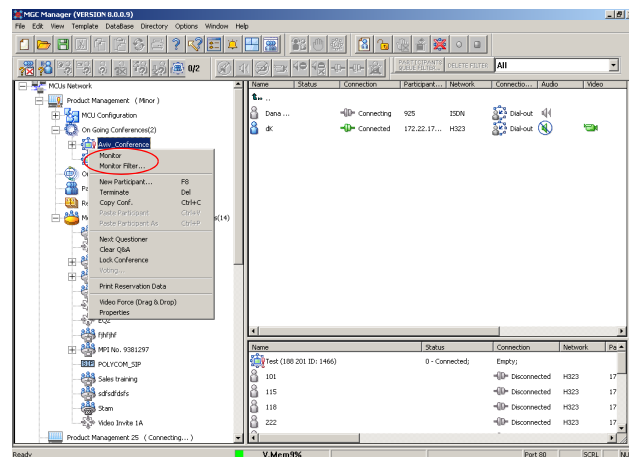
Automatic Monitoring of conferences is available. For details, see the *MGC Manager User's Guide, Volume I, Chapter 5*.

You can display the list of On Going Conferences in the *Status* pane so you can view their dial-in numbers and Numeric IDs while monitoring the conferences with their participants in the *Monitor* pane.

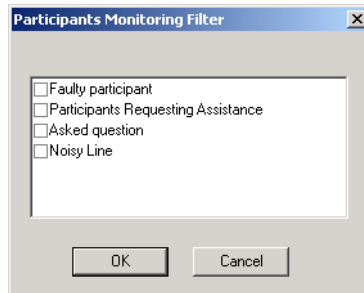
### Displaying the conference and participants statuses in the *Monitor* pane:

1. Expand the *MCU* tree.
2. Expand the *On Going Conferences* tree.
3. In the On Going Conferences list, right-click the conference to monitor, and then click **Monitor** to view all the conference participants in the Monitor pane.

Alternatively, on the conference right-click menu, click **Monitor Filter** to view only participants of the selected filtering status.



The *Participant Monitoring Filter* dialog box opens.

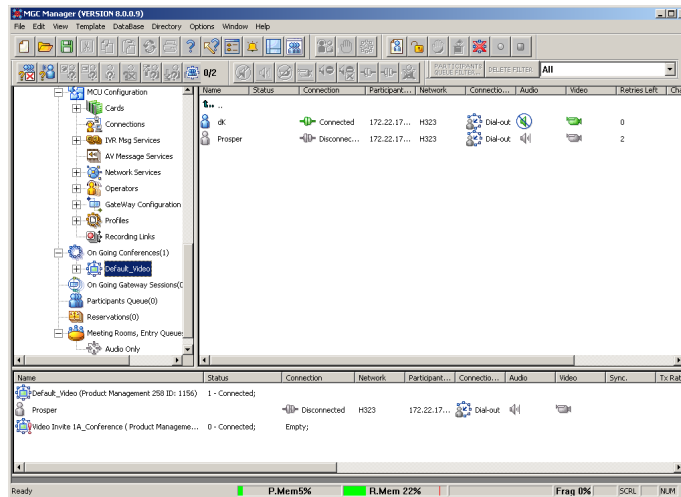


4. Select the appropriate check boxes that indicate the statuses to monitor.  
The following statuses can be selected:

*Table 5-1: Participant Statuses to be Monitored*

| <b>Filtering Option</b>                   | <b>Description</b>  |
|---|---|
| <i>Faulty participant</i>                 | Participants who have problems connecting to the conference.  |
| <i>Participants Requesting Assistance</i> | Participants who have requested the operator's assistance and have yet to be assisted by the operator.                                    |
| <i>Asked question</i>                     | Participants who want to ask questions and were added to the Question-and-Answer queue. These participants are waiting to ask a question. |
| <i>Noisy Line</i>                         | Participants whose line was detected by the MCU as noisy.   |

The conference and participant details appear in the *Monitor* pane.



The *Status* and *Monitor* panes take the form of a table. Each row represents a conference or a participant. Each column represents a parameter that is being monitored. The *Conference Name*, *Status*, *Phone#*, *Connection Type*, *Retries Left*, *Channel#* and *Bonding* fields also appear in the *Status* pane.



You can modify the order of columns in the *Monitor* and *Status* panes by moving the column heading(s) to the desired location in the table header. The data in the *Monitor* and *Status* tables can be sorted according to a selected column. Clicking on a column heading sorts the table data in descending order. Clicking on the same column heading a second time sorts the data in ascending order.

Additional information about monitoring participants and conferences is described in the *MGC Manager User's Guide, Volume I, Chapter 5*.

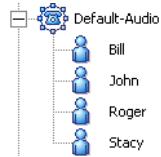
### Listing Participants in the Browser and Status Panes

You can view the list of participants currently connected to the conference in the *Browser*, *Status* and *Monitor* panes.

#### To view the list of participants in the *Browser* pane:

1. Expand the *On Going Conferences* or *Reservations* tree.

- Expand the On Going Conference or Reservation to list its participants. The participants are listed below the conference or Reservation.



Different icons are used to indicate the participant roles and their connection status. For details, see the *MGC Manager User's Guide, Volume I, Chapter 5*.

### To list the participants in the *Status* pane:

- Expand the *On Going Conferences* or *Reservations* tree.
- Double-click the icon of the On Going Conference or Reservation whose participants you want to list. The participants are listed in the *Status* pane.

| Name  | Status  | Connection | Network... | Connecto... | Audio | Retries Left | ID |
|-------|---------|------------|------------|-------------|-------|--------------|----|
| Bill  | Conn... | 1006       | Dial-out   | 0           | 2     |              |    |
| John  | Conn... | 1010       | Dial-out   | 0           | 1     |              |    |
| Roger | Conn... | 1001       | Dial-out   | 0           | 0     |              |    |
| Stacy | Conn... | 1008       | Dial-out   | 0           | 3     |              |    |

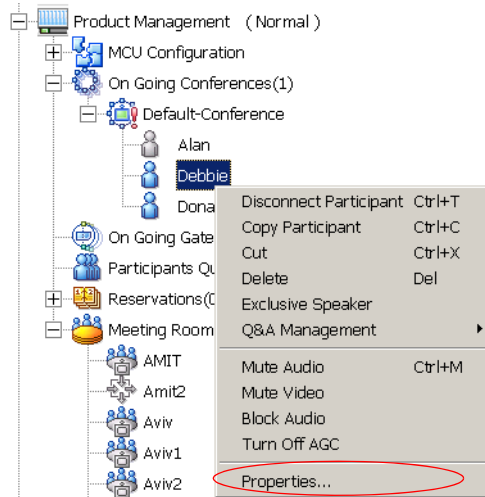
| Name                       | Status       | Connection | Network... | Connecto... | Audio | Video | Sync. | Tx Rate | Rx Rate | Retries Left |
|----------------------------|--------------|------------|------------|-------------|-------|-------|-------|---------|---------|--------------|
| Default-Audio (Alpha 1 ... | 4 - Conne... |            |            |             |       |       |       |         |         |              |
| Bill                       | Conn...      | 1006       | Dial-out   | 0           | 64    | 64    | 0     |         |         |              |
| John                       | Conn...      | 1010       | Dial-out   | 0           | 64    | 64    | 0     |         |         |              |
| Roger                      | Conn...      | 1001       | Dial-out   | 0           | 64    | 64    | 0     |         |         |              |
| Stacy                      | Conn...      | 1008       | Dial-out   | 0           | 64    | 64    | 0     |         |         |              |

## Participant Level Monitoring

In addition to the data that appears in the *Status* and the *Monitor* panes, you can view detailed information about the connection parameters and status of each of the conference participants. This is especially useful if there is a problem during the connection of the participant to the conference.

### To check the properties of a participant:

- In the *Status* pane, the *Browser* pane or the *Monitor* pane, double-click the participant icon. Alternatively, right-click the participant icon, and then click **Properties**.



The *Participant's Properties* dialog box opens, displaying the following tabs: *Identification*, *Advanced*, *Connection Info1*, *Connection Info2*, *Resource Details*, *Disconnection Cause*, *H221 (ISDN)/H245 (IP)* and *Video Sources*. These tabs contain information that is relevant only to the participant's status while the conference is running and are mainly used for monitoring when there are connection problems.

The Participant Properties can be displayed for all connected participants or disconnected defined participants. Undefined dial-in participants who disconnect from the conference are removed from the *Participants* list and cannot be monitored.

For a description of these tabs, refer to the *MGC Manager User's Guide, Volume I, Chapter 5*.



## Operations Performed During On Going Conferences

The following operations can be performed during On Going Conferences:

- Adding a new participant to a conference
- Connecting/Disconnecting participants
- Muting/Unmuting participants
- Locking/Unlocking the conference
- Changing the conference duration
- Terminating the conference manually
- Changing the Video Layout in a Continuous Presence conference

Additional operations performed during On Going Conferences are described in the *MGC Manager User's Guide, Volume I, Chapter 6*.

### Adding a Participant to a Conference

#### Defining Dial-out Participants

You can manually add dial-out participants to the conference.

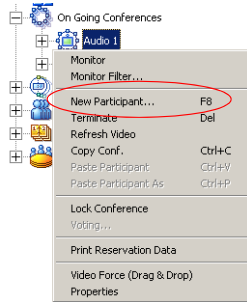
The participant properties change according to the participant type and network connection.



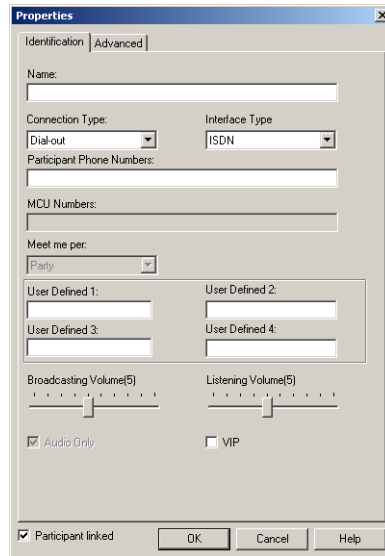
The following procedure assumes that the default participant parameters will be used. Therefore, only the parameters that you must define are described here. For a detailed description of the all participant parameters, refer to the *MGC Manager User's Guide, Volume I, Chapter 4*.

**To define a new participant in a conference:**

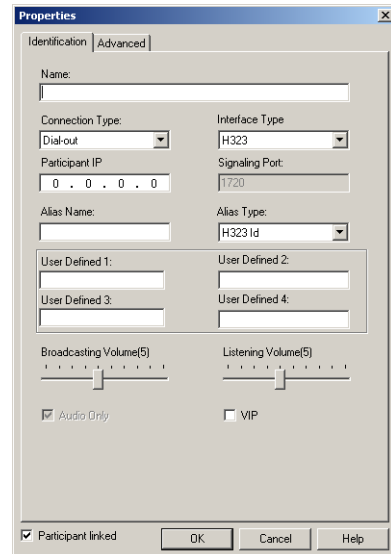
1. List the On Going Conferences.
2. Right-click the icon of the conference to which to add a participant, and then click **New Participant**. Alternatively, click the conference icon, and then click the **New Participant** button on the *Conference Toolbar*.



The *Properties - Identification* dialog box opens.



ISDN/Telephone Participant



H.323 (VoIP) Participant

The screenshot shows the 'Default-Participant Properties' dialog box with the 'Advanced' tab selected. The 'Name' field contains 'Default-Participant'. The 'User Identifier String sent to Recording system' field is empty. The 'Connection Type' is set to 'Dial-out' and the 'Interface Type' is set to 'SIP'. The 'Participant IP' is '0.0.0.0' and the 'Signaling Port' is '5060'. The 'SIP Address' field is empty. The 'Address Type' is set to 'SIP URI'. There are four 'User Defined' fields, all empty. The 'Broadcasting Volume(5)' and 'Listening Volume(1)' sliders are shown. The 'Audio Only' checkbox is checked, and the 'VIP' checkbox is unchecked. At the bottom, there is a 'Save Participant' checkbox (checked), and 'OK', 'Cancel', and 'Help' buttons.

SIP Participant



The *Identification* parameters change according to the selected *Interface Type*.

3. In the *Name* box, enter the participant's name.
4. For video participants using H.221 aggregation, enter the phone numbers separated by semicolons.  
For example, for a 2B participant: 9251921;9251922. If using Bonding (both numbers are the same), enter the number once. Example: 9251921.
5. In the *Connection Type* box, select **Dial-out** if the MCU/operator calls the participant.
6. In the *Interface Type* box, select the Network Protocol used to connect the participant to the conference: **ISDN**, **H.323** or **SIP**.
7. Define the participant properties as follows:
  - a. If you are defining an **ISDN** participant:  
In the *Participant Phone Numbers* box, enter the participant's number.

- b. If you are defining an **H.323** participant:  
In the *Participant IP* box, enter the IP address of the participant's endpoint.  
  
Alternatively, in the *Alias Name* field, enter the Alias of the endpoint as registered with the gatekeeper and then select the Alias Type. Only H323 ID (digits and letters) and E.164 (only digits) are supported. Use this option if a gatekeeper is defined in the H.323 Network Service.
  - c. If you are defining a **SIP** participant:  
In the *SIP Address* box, enter the endpoint address in the format: *[user name]@[domain]*.  
Note that the SIP URI adheres to URI rules: no spaces or special characters such as commas, quotation marks, inverted tags and so forth in either the name or the domain part.
8. In the *User Defined* fields, enter general information about the participant, if required.
  9. If you are defining an *Audio Only* participant, click the **Audio Only** check box. If you are adding a participant to an Audio Only conference, this option is automatically selected and cannot be cleared.
  10. The system is set to automatically save the participant to the local data base. Clear this check box to cancel the save operation.
  11. Click **OK** to add the participant to the conference.

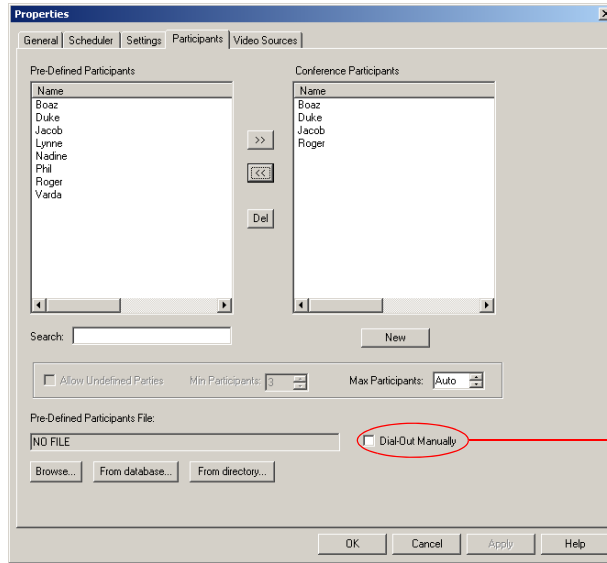


If you add a participant who has the same name, phone number or IP address of another participant in a concurrent conference, the *Participants Scheduling Conflicts* window opens. For details, see the *MGC Manager User's Guide, Volume 1, Chapter 4*.

**To add a pre-defined participant to a conference:**

1. Expand the *MCU* icon to display its options.
2. Double-click the *On Going Conferences* icon, right-click the name of the desired conference, and then click **Properties**.  
The *Conference Properties* dialog box opens.

- Click the **Participants** tab to add participants to the conference. The *Properties - Participants* dialog box opens.



Select this check box to designate an operator- controlled dial-out conference connection.

- In the *Pre-Defined Participants* list, select the participants to add and then click the >> button.
- Alternatively, you can define a new participant by clicking the **New** button.

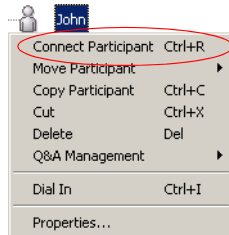
## Making Dial-Out Connections

When the *Dial-Out Manually* option is selected for the conference, the operator connects the dial-out participants to the conference. Also when a participant is disconnected from the conference, you can reconnect the participant to the conference.

### To manually establish a Dial-out connection:

- In the *Monitor* pane, *Status* pane or *Browser* pane, right-click the participant icon, and then click **Connect Participant**.

Alternatively, click the *Participant* icon, and then click the **Connect** button on the *Participant Toolbar*.



You can connect several participants in one operation using the standard Windows conventions for multiple selection.

During the connection attempt, the participant status changes to *Connecting* in the *Connection* column and then changes to *Connected* once the participant's connection is established.



The MCU can be configured to automatically reconnect participants who were accidentally disconnected from the conference. For more details, see the *MGC Administrator's Guide, Chapter 5*.

## Disconnecting Participants

When a participant does not need to continue in a conference, you can disconnecting or delete the participant.

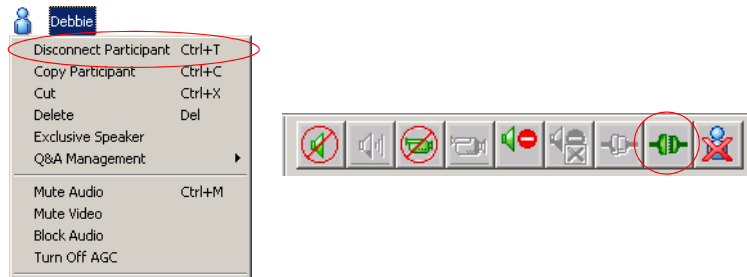
When you disconnect a participant, the resources assigned to the participant remain allocated and the participant's parameters remain in the system memory. This allows you to reconnect the participant if necessary.

Deleting a participant completely removes the participant's definition from the conference and releases the resources allocated to the participant. Therefore, to reconnect a participant who was deleted from the conference, you have to re-define the parameters as if he/she were a new participant.

### To disconnect a participant:

- In the *Monitor* pane, *Status* pane or *Browser* pane, right-click the participant icon, and then click **Disconnect Participant**.

Alternatively, click the *Participant* icon, and then click the **Disconnect** button on the *Participant Toolbar*.

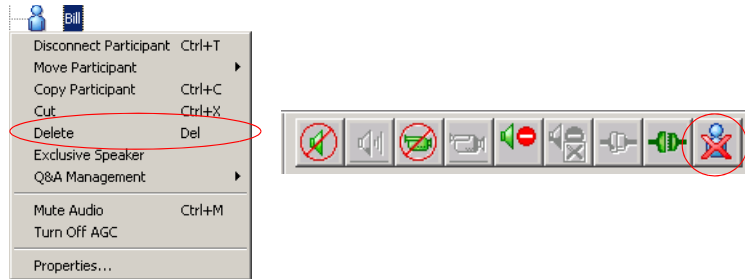


The participant is disconnected from the conference. The connection icon changes to disconnected and the indication *Disconnected* appears in the *Connection* column.

### To delete a participant:

1. In the *Monitor* pane, *Status* pane or *Browser* pane, right-click the participant icon, and then click **Delete**.

Alternatively, click the *Participant* icon, and then click the **Delete** button on the *Participant Toolbar*.



A confirmation dialog box appears.

2. Click **YES** to confirm, or **NO** to cancel the operation.

## Muting a Participant

Occasionally, a conference organizer may want to silence the audio and video channel of a particular participant from part of an On Going Conference.

The MGC Manager enables you to mute a participant's audio and/or video signals. A participant whose audio or video signal is muted hears and sees the other participants. However, the other participants cannot hear or see the muted participant.

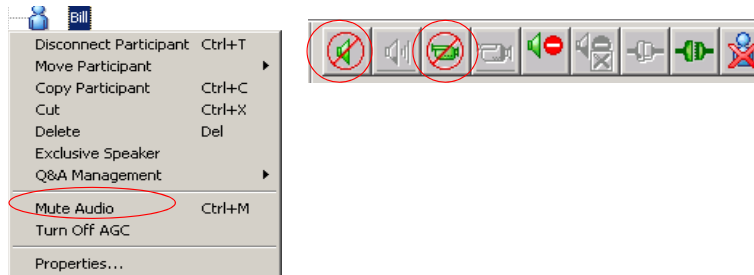
Alternatively, participants' audio and video signals can be muted from their own codecs, through the endpoint's application.



### To mute a participant using MGC Manager:

- In the *Monitor* or the *Status* pane, right-click the participant icon, and then click **Mute Audio** to mute the audio signal, or click **Mute Video** to mute the video signal.

Alternatively, click the *Participant* icon and then click the **Mute Audio** button or **Mute Video** button on the *Participant Toolbar*.



The menu changes to *UnMute Audio*, or *UnMute Video* (respectively).

The appropriate Audio  or Video  icon appears in the *Audio* or *Video* columns of the *Monitor* and *Status* panes.

For information about additional muting options, refer to the *MGC Manager User's Guide, Volume I, Chapter 6*.

## Locking and Unlocking a Conference

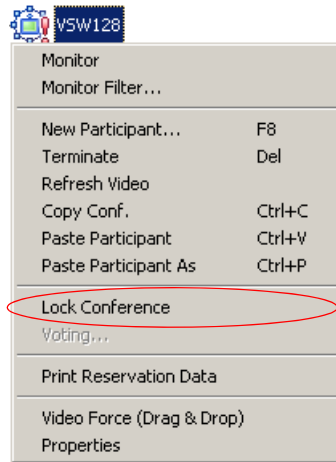
You can lock or unlock On Going Conferences and thus control access of undefined dial-in participants to these conferences. The Lock/Unlock option is dynamic and can be applied any time before or during the conference. This feature is used to:

- Limit the number of undefined dial-in participants connecting to the conference in order to save resources.
- Prevent other participants from connecting to the conference once all the required participants have already been connected.

**To Lock or Unlock a conference:**

- Right-click the conference icon, and then click **Lock Conference** or **Unlock Conference**.

Alternatively, click the *Conference* icon, and then click the **Lock** button or **Unlock** button on the *Conference Toolbar*.



## Changing the Conference Duration

It is often necessary to extend the duration of a conference or terminate a conference before its scheduled completion time. The conference can be extended either manually or automatically or terminated. To automatically extend or terminate a conference, refer to the *MGC Manager User's Guide, Volume I, Chapter 6*.

You can change the conference duration even after the conference has started.

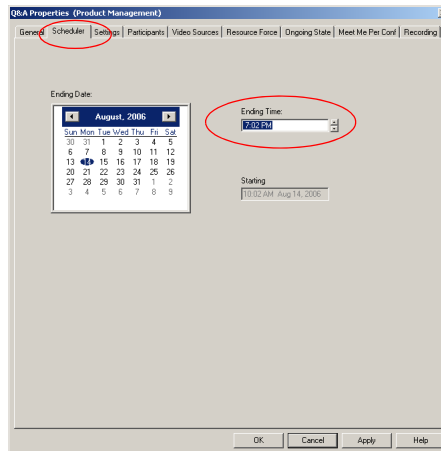
### To change the duration of an On Going Conference:

1. In the *Browser*, *Monitor* or *Status* panes, right-click the conference icon, and then click **Properties**.



The *Conference Properties* dialog box opens.

2. Click the **Scheduler** tab.



3. Modify the conference *Ending Time*.

4. Click **OK**.  
The *Conference Properties* dialog box closes. The conference's duration is changed.

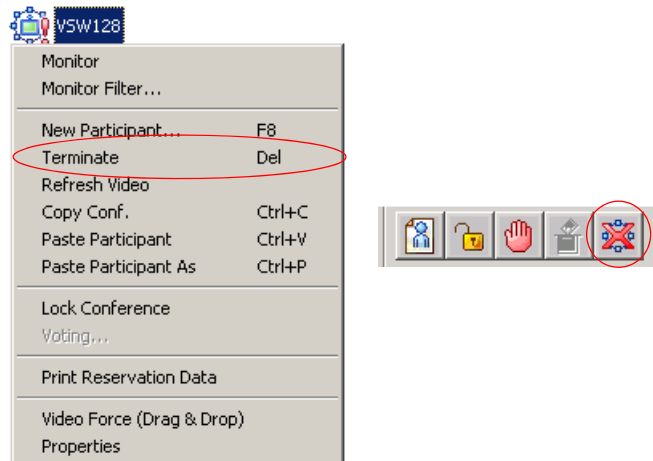
## Terminating a Conference Manually

You can manually end the conference before its scheduled end time. Usually, you will use this option when all the participants disconnected from the conference, or if the meeting organizer has requested it.

### To terminate a conference manually:

1. In the *Browser*, *Monitor* or *Status* panes, right-click the On Going Conference, and then click **Terminate**.

Alternatively, click the *Conference* icon, and then click the **Terminate** button on the *Conference Toolbar*.



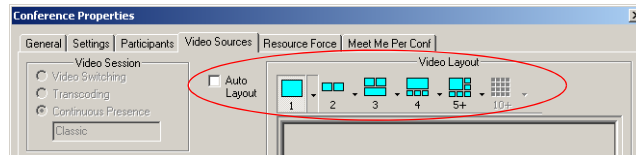
A confirmation dialog box opens.

2. Click **Yes**.  
The conference ends. The conference icon is removed from the *On Going Conferences* list.

## Changing the Layout in a Continuous Presence Conference

You can select a particular Video Layout (that is a specific arrangement of video windows on the screens) or *Auto Layout* during On Going Continuous Presence conferences.

1. In the *Browser* pane, expand the On Going Conference list.
2. Right-click the On Going Conference icon, and then click **Properties**. The *Conference Properties* dialog box opens.
3. Click the **Video Sources** tab. The *Conference Properties - Video Sources* dialog box opens.



4. To enable *Auto Layout*, select the *Auto Layout* check box. The system automatically and dynamically applies layouts with the appropriate number of display windows, according to the number of connected video participants.
5. To select a particular video layout, clear the *Auto Layout* check box if it is selected.
  - 5a. Determine the number of windows to appear on the screen, and click the arrow next to the numbered *Video Layout* icon that displays the available video layouts for the selected number of windows.
  - 5b. Click the desired Video Layout.
6. Click the **Apply** button to save these changes and modify additional properties or click **OK** to confirm and exit the *Properties* dialog box.
7. For information about *Auto Layout*, *Personal Layout*, *Presentation Mode*, *Lecture Mode* and *Visual Effects*, see the *MGC Manager User's Guide, Volume I, Chapter 6*.



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## Defining a New Audio Conference

The following entities can be defined for Audio Only conferencing:

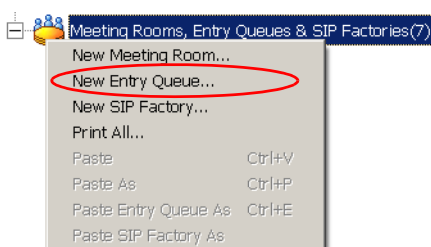
- Define an Audio Only Entry Queue
- Define an On Going Audio Only Conference
- Define an Audio Only Meeting Room

### Defining a New Audio Only Entry Queue

An Audio Only Entry Queue is used to route Audio Only participants to Audio Only conferences, and it is usually defined in Audio Only MCUs. Video Entry Queues can be used by Audio Only participants in a unified conferencing environment. To define a Video Entry Queue, see “Defining a New Video Entry Queue” on page 7-1.

#### To define a new Audio Only Entry Queue:

1. Expand the *MCU* icon to display its options.
2. Right-click the *Meeting Rooms, Entry queues & SIP Factories* icon, and then click **New Entry Queue**.







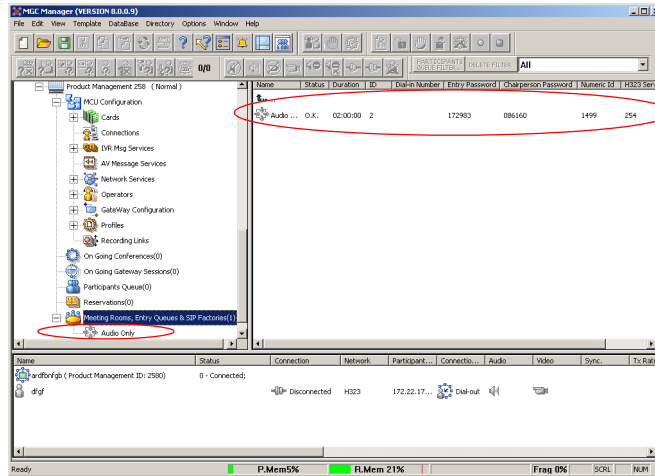
9. If you selected the *IP Only* option, you can select the Entry Queue to be Encrypted, and you can select the audio algorithm to use by VoIP participants to connect to the target conference. For Ad Hoc Entry Queue definition, see the *MGC User's Guide, Volume II, Chapter 3*.
10. Add a dial-in number to the Entry Queue by clicking the plus [+] button.



Dial-in numbers are relevant to ISDN and T1-CAS participants only.

11. Up to 16 dial-in phone numbers may be assigned to the Entry Queue.
  - If no dial-in number is assigned to the Entry Queue, the system assigns a dial-in number from the dial-in numbers ranges defined in the ISDN Network Service. The number is assigned only when the Entry Queue definition is saved by clicking the **OK** button
  - H.323 and SIP participants dial the Entry Queue directly as described in see Chapter 5, “Connecting to a Conference/Entry Queue” on page 5-5.
12. Enter the name of the ISDN/T1-CAS Network Service exactly as it is defined in the Network Services list (the system is case sensitive).
13. Enter the first dial-in number to be assigned to the Entry Queue. This number must be part of the dial-in numbers range defined for the selected ISDN/T1-CAS Network Service. For more details regarding the dial-in numbers range, see the *MGC Administrator's Guide, Chapter 3*.
14. If required, enter the second dial-in number to be assigned to the Entry Queue.
15. Click **OK**.  
The dial-in number is added to the table in the *Entry Queue Properties*.
16. In the *Entry Queue Properties* dialog box, click **OK** to complete the Entry Queue definition.

The New Entry Queue is added to the *Meeting Rooms, Entry Queues & SIP Factories* list.



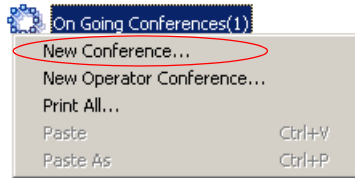
To set the Audio Only Entry Queue as the default Entry Queue, see Chapter 7, “Creating an On Going Video Conference” on page 7-6.

## Defining an On Going Audio Conference

The following procedure describes the main parameters required to define an Audio conference without Encryption. For a detailed description of all parameters, see the *MGC Manager User's Guide VoicePlus Edition, Chapter 2*.

### To define a new On Going Audio Conference:

1. Expand the *MCU* tree.
2. Right-click the *On Going Conferences* icon, and then click **New Conference**.



The *Conference Properties - General* dialog box opens.

 A screenshot of the "Properties (Product Management) - General" dialog box. The dialog has tabs for "General", "Settings", "Participants", and "Recording". The "General" tab is active. It contains several input fields and checkboxes:
 

- Name: [text box]
- Duration: [2:00] [spinners]
- Billing: [text box]
- MCU: [Product Management] [dropdown]
- Conf. Entry Password: [text box]
- Web/Chairperson Password: [text box]
- Numeric ID: [text box]
- User Defined 1: [text box]
- User Defined 2: [text box]
- User Defined 3: [text box]
- Conference Type:
  - Standard
  - Meeting Room
  - Operator
- Media:
  - Audio
  - Video, Audio
- Supported Network:
  - IP
  - IP, ISDN, ATM, MPI
- Remarks: [text box] [Update Remark]
- Remarks History: [list box]

 At the bottom are buttons for "OK", "Cancel", "Apply", and "Help".



The MCU can be set to *Audio Look & Feel* mode in which all video related parameters are hidden in all dialog boxes and menus. This is intended for Audio bridges. The *Audio Look & Feel* mode is set in the *Options* menu. For more details, refer to the MGC Administrator's Guide, Chapter 5.

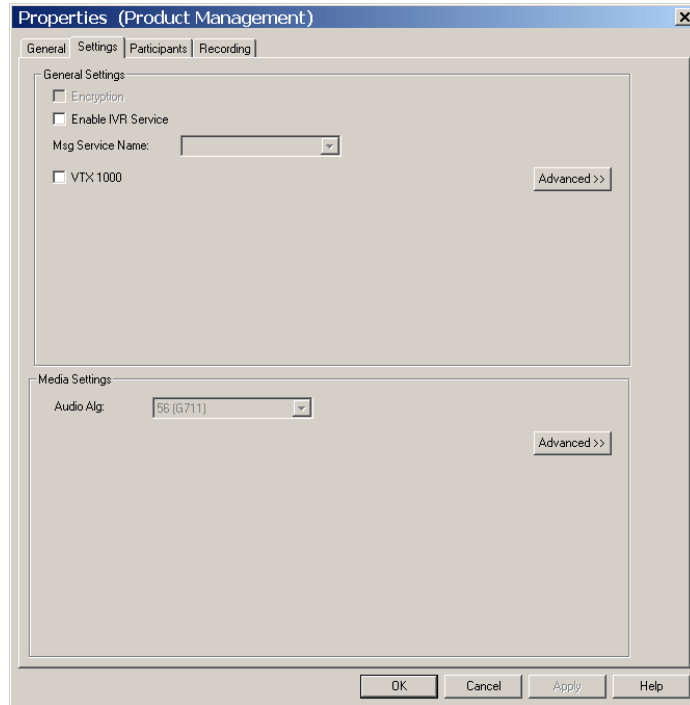
3. If *Audio Look & Feel* is not set for the MCU in the *Media* box, select **Audio** to define an Audio Only conference and hide the video properties. If *Audio Look & Feel* is set for the system, the conference is automatically set to **Audio** and all the video parameters are hidden.
4. In the *Name* box, enter the conference name.
5. Change the *Conference Duration* if required.
6. In the *Conf. Entry Password* box, enter the conference password (digits only).



The default minimum number of digits for the conference password is 4, but the number of digits can be set in the system.cfg file. For additional information refer to the *MGC Administrators Guide, Chapter 5*.

7. In the *Web/Chairperson Password* box, enter the Chairperson password (if required).
8. In the *Numeric ID* box, enter the desired conference Numeric ID.
9. In the *User Defined Fields* boxes, enter the requested information (if required). The *User Defined* fields are displayed only if the *Show User Defined Fields in Conference Parameters* option is selected in the Database Manager.

10. Click the **Settings** tab.  
The *Properties - Settings* dialog box opens.



Parameters in the *Conference Properties - Settings* dialog box are grouped in two main panes: *General Settings* and *Media Settings*. By default, only the *Basic* parameters in these panes are displayed when you first open the dialog box. You can click the **Advanced (>>)** button to view and modify the additional settings. In most conference definitions you do not need to modify the Advanced parameters because the MGC Manager uses default values, or uses the optimal parameters based on the endpoint's capabilities.

11. Select the **Enable IVR Service** check box to assign an IVR Service to the conference. The IVR Service includes a set of voice messages and prompts that assist participants to connect to the conference.
12. In the *Msg Service Name* box, select an IVR service or leave blank to use the default IVR service. The MGC-25 is shipped with a pre-configured IVR service.

13. If you want to set up advanced parameters, click the **Advanced** button on either pane. For more information, see the *MGC Manager User's Guide VoicePlus Edition, Chapter 2*.
14. Click the **Participants** tab to add predefined participants to the conference. For more information, see Chapter 5, "Adding a Participant to a Conference" on page 5-13.



If you are defining a dial-in conference with only undefined participants, this step may be skipped.

15. To complete the conference definition procedure, click **OK** from any of the *Conference Properties* tabs. The *Properties* dialog box closes.

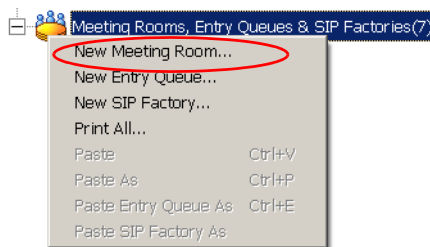
The new conference is added to the *On Going Conferences* list in the *Browser* pane. The conference starts immediately.

## Defining a New Audio Only Meeting Room

A Meeting Room is a conference reservation without allocated resources, whose default duration is set to 2 hours. A Meeting Room is created once, and can be activated as many times as required.

### To define a New Meeting Room:

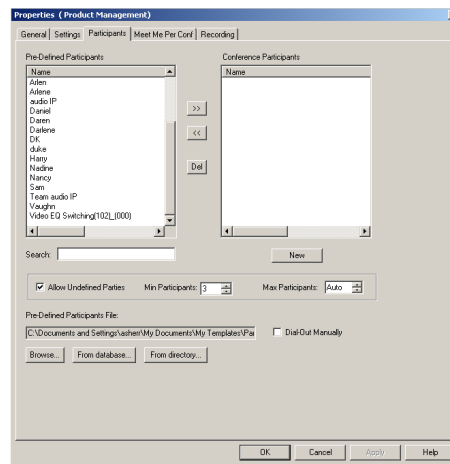
1. Expand the *MCU* tree.
2. Right-click the *Meeting Rooms, Entry Queues & SIP Factories* icon, and then click **New Meeting Room**.



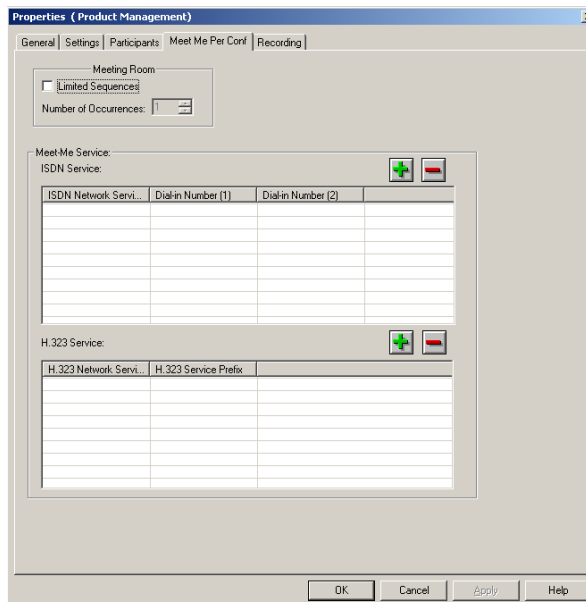
The *Conference Properties - General* dialog box opens.

3. Define the parameters in the *General* and *Settings* tabs as described in steps 3-15 in “Defining an On Going Audio Conference” on page 6-5.
4. Click the **Participants** tab.

The *Conference Properties - Participants* dialog box is displayed.

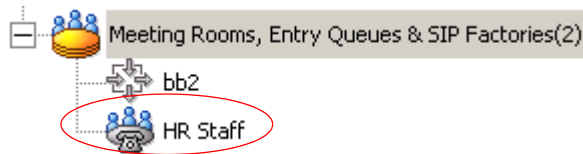


5. Usually Meeting Rooms include undefined participants. However, it is possible to add defined participants from the *Pre-Defined Participants* list, by selecting the participants and then clicking the >> button. Alternatively, you can define a new participant by clicking the **New** button.
6. In the *Min Participants* box, define the total number of participants for which the system reserves resources. This number should include the number of defined participants as well as undefined participants. If you enter **0**, no resources will be reserved for the conference. However, participants will be able to connect to the conference if there are available resources.
7. In the *Max Participants* box, enter the total number of participants who can connect to the conference at one time, including both the defined and undefined participants. This option saves resources for other conferences. When set to *Auto*, the maximum number of participants is determined by the maximum number of participants in a conference supported by the MCU, or by the availability of the MCU resources.
8. Click the **Meet Me Per Conf** tab.  
The *Properties - Meet Me Per Conf* dialog box opens.





9. Select the **Limited Sequences** check box, to limit the number of times that the Meeting Room can be activated. If this check box is cleared, the Meeting Room can be activated an unlimited number of times.
10. In the *Number of Occurrences* field, determine the number of times the Meeting Room can be activated: **1** means that the conference can be activated once, and then it will be deleted from the system. 2 or more means that the conference can be activated that number of times, and the conference remains in sleep mode in between recurrences.
11. In the *Meet Me ISDN Service* pane, click the **Plus (+)** button to define dial-in numbers for this conference. If you do not define a dial-in number, the system will assign a dial-in number from the range of dial-in numbers defined in the Network Service.
12. The *H.323 Network Service* prefix is automatically assigned to the conference after the Meeting Room is saved on the MCU. It is then displayed in the first row of the *Meet Me H.323 Service* table. To add prefixes for H.323 participants to dial using other H.323 Network Services, click the **Plus (+)** button.
13. Click **OK**.  
The Meeting Room is added to the *Meeting Rooms, Entry Queues and SIP Factories* list.





---

## Defining a New Video Conference

The following entities can be defined for Audio Only conferencing:

- Define a Video Entry Queue
- Start an On Going Video Conference
- Set up a Video Meeting Room

### Defining a New Video Entry Queue

You can create several Entry Queues, each with a different set of parameters, to match the parameters of target conferences. If an Entry Queue is set to Video Switching, the destination conference audio, video and line rate settings must be identical to the Entry Queue settings, or the participants will not be able to move to the target conferences.

In Entry Queues defined as *Transcoding* or *Continuous Presence*, the line rate and video setting are the maximum set for participants' connections. However, participants can connect at a lower rate using their endpoint capabilities. The line rate and the video parameters used for connections to the Entry Queue are maintained when moving to the target conference.

If you have not already done so, define an Entry Queue Service in the IVR Services before defining the Entry Queue. For more details, see the *MGC Manager User's Guide, Volume II, Chapter 2*.

Entry Queues can be encrypted. For more details, see the *MGC Manager User's Guide, Volume II, Chapter 1*.



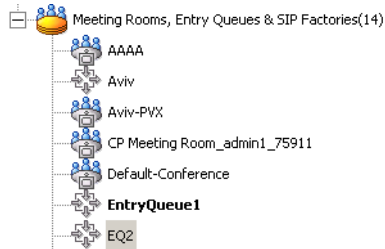
4. In the *Entry Queue Service* box select a predefined Entry Queue Services that will be used to play audio messages and prompts to participants waiting in the Entry Queue. Leave this field blank to use a default Entry Queue Service, if one is defined.
5. In the *Target Conferences* area:
  - a. Select the **IP Only** check box to create an IP Only Entry Queue, whose target conferences are IP Only conferences and will enable the connection of IP participants only.
  - b. To create an encrypted Entry Queue, select the **Encryption** check box. For details about *Encryption* and encrypted Entry Queues, see *the MGC Manager User's Guide, Volume II, Chapter 1*.
  - c. Select **Video Switching, Transcoding** or **Continuous Presence** as the session type. For more information, see Chapter 4, "Video Conference Attributes" on page 4-3.



- Setting the Entry Queue to *Transcoding* or *Continuous Presence* requires Video resources, while a *Video Switching* Entry Queue does not.
- An *IP Only* Entry Queue set to *Continuous Presence* mode can only be defined as *Classic* and not as *Software* or *Quad Views*.

6. Select the *Line Rate* in which participants can connect to the conference. In Continuous Presence conferences, participants can connect using a lower line rate. If this Entry Queue will be used to access Conferences On Port, define the *Line Rate* as described in step 17 of "Creating an On Going Video Conference" on page 7-6.
7. Leave all the video and audio parameters set to Auto to let the system select the appropriate settings. For a detailed description, see *MGC Manager User's Guide, Volume II, Chapter 2*.
8. Define the dial-in numbers for the Entry Queue. For more details, see Chapter 6.
9. Click **OK**.

The new Entry Queue is added to the *Meeting Rooms, Entry Queues & SIP Factories* list.



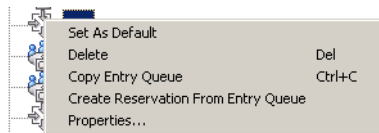
## Setting an Entry Queue as Default

A default Entry Queue can be defined for the MCU, regardless of the dialed IP card. The new default Entry Queue can be either a video Entry Queue or an Audio Only Entry Queue. Participants are automatically routed to the default Entry Queue when dialing one of the following strings:

- Network Service Prefix##Numeric ID, when the numeric ID is incorrect
- Network Service Prefix##Numeric ID##Password, when the numeric ID is incorrect
- Network Service Prefix only
- IP address of IP card##Numeric ID, when the numeric ID is incorrect
- IP address of IP card##Numeric ID##Password, when the numeric ID is incorrect
- IP address of the IP card only

### To set an Entry Queue as default:

- In the Meeting Rooms and Entry Queues list, right-click the Entry Queue and select **Set as Default**.



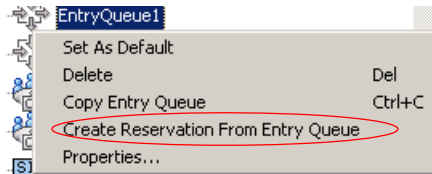
The default Entry Queue is identified by a bold name.

## Creating a Target Conference from an Entry Queue

You can create a new On Going conference or Reservation with the same parameters as the Entry Queue. This is especially useful for *Video Switching* conferences, since their parameters must be the same as those of the Entry Queue. The *Entry Queue Access* and *Meet Me Per Conference* options are automatically selected for this conference.

### To create a target conference from an Entry Queue:

1. Right-click the *Entry Queues* icon, and then click **Create Reservation from Entry Queue**.



The *Conference Properties - General* dialog box opens. The parameters in the *General* and *Settings* tabs are automatically set to be compatible with this Entry Queue.

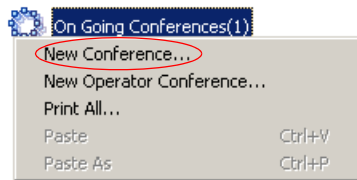
2. If required, modify parameters, making sure not to change the line rate or video settings. If these settings change, the Entry Queue and conference will not be compatible.
3. Click the **Scheduler** tab to define the conference start date and time. The current date and time are shown in the Scheduler dialog box. Do not change them if you want to start an On Going Conference.
4. Define the conference start date and time.
5. Click **OK**.

## Creating an On Going Video Conference

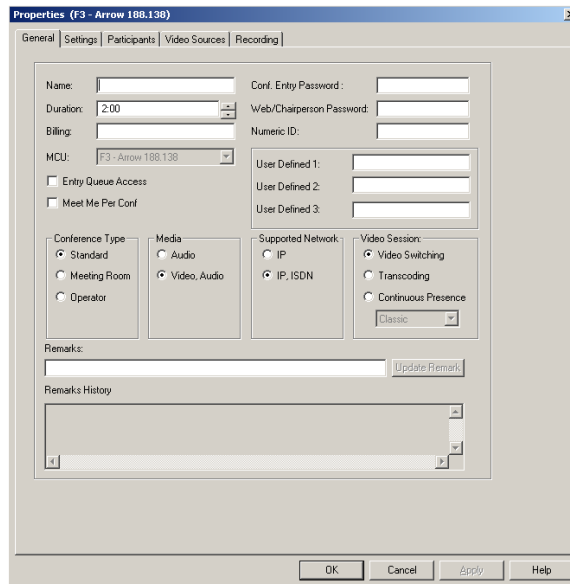
The following procedure describes the main parameters required to set up a Video Conference. For a detailed description of all parameters, see the *MGC Manager User's Guide, Volume I, Chapter 4*.

### To create an On Going video Conference:

1. Expand the *MCU* tree, right-click the *On Going Conferences* icon and then click **New Conference**.



The *Conference Properties - General* dialog box opens.



2. In the *Name* box, enter the conference name.
3. In the *Numeric ID* box, enter the desired conference Numeric ID.



4. In the *User Defined Fields* boxes, enter the requested information (if required).
5. Change the Conference's *Duration* if required.
6. In the *Supported Network* box, select the appropriate network types that will be used to connect participants to the conference. Select IP to allow only IP participants to the conference.
7. In the *Video Session* area, select **Video Switching**, **Transcoding** or **Continuous Presence**. For more information about these types of conferences, see "Video Conference Types" on page 4-3.
8. When selecting *Continuous Presence*, you can select **Classic** or **Quad Views** for the different layout options. If *IP* only is selected, the *Software* option is enabled in the *Video Session - Continuous Presence* box.
  - *Continuous Presence - Classic* offers 20 different video layouts, suitable for conferences of up to ten participants.
  - *Continuous Presence - Quad Views* offers 8 different video layouts, including layouts that are suitable for very large conferences.
  - *Continuous Presence - Software* allows Continuous Presence conferences to be set up with two types of Video Layout formats: 2x1 and 2x2.
9. To have participants access the conference through an Entry Queue, select the *Entry Queue Access* check box. If selected, the participant must dial the Entry Queue dial-in number and enter the correct conference Numeric ID in order to be transferred to this conference.
10. To allow undefined participants (who were not defined prior to the conference start) to connect directly to the conference without going through an Entry Queue, select the *Meet Me Per Conference* check box.

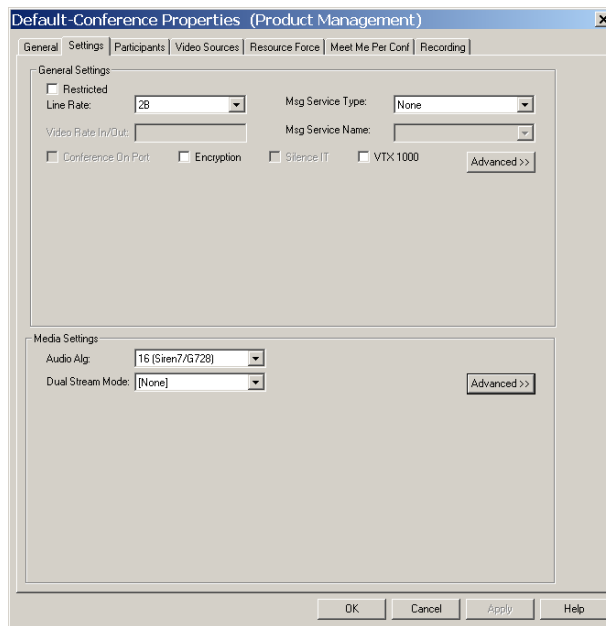


You can define the conference to be both *Entry Queue Access* and *Meet Me Per Conference*. In these conferences, a participant can connect to the conference directly, by means of the Meet Me Per Conference dial-in number, or through the Entry Queue, by means of the conference Numeric ID.

11. Optional. If an IVR service in which the conference password prompt enabled is assigned to the conference, enter the conference password (digits only) in the *Conf. Entry Password* box.

12. Optional. In the *Web/Chairperson Password* box, enter the chairperson password (if this option is enabled in the IVR Service assigned to the conference).
13. Click the **Settings** tab.  
The *Properties - Settings* dialog box opens.

The parameters described here are the *Basic* parameters. The *Advanced* parameters are usually not changed from their default values. For more information about these *Advanced* parameters, see the *MGC Manager User's Guide, Volume I, Chapter 4*.



14. Select the **Restricted** option if all ISDN participants use restricted lines whose line rate for each channel is 56 Kbps instead of 64 Kbps.
15. In the *Line Rate* field, specify the transfer rate in Kbps:  
In a *Video Switching* conference, you must select the highest transfer rate *common* to all participants.  
In a *Transcoding* or *Continuous Presence* conference, select the desired maximum *Line Rate* for the conference. The system will attempt to

connect participants to the conference at this line rate or lower, according to their individual capabilities.

In a *Conference On Port (COP)*, select the estimated highest transfer rate common to all participants. In this mode, all conference participants must use the same video parameters.

In order to maintain a minimum video quality for a Conference On Port, there is a minimum threshold line rate that participants must support in order to connect with video. The minimum line rates necessary to connect to a Conference On Port are displayed in Figure 7-1. Participants attempting to connect at rates below the minimum conference line rate threshold are connected as Secondary (Audio Only).

Table 7-1: Conference On Port Line Rate Minimum Thresholds

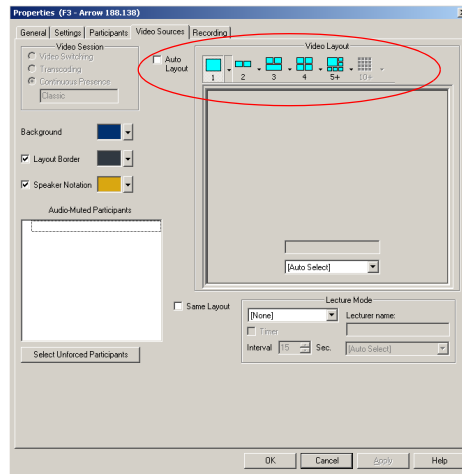
| Defined Conference Line Rate (in Kbps) | Minimum Participant Line Rate Necessary for Video Connection (in Kbps)    |
|--|---|
| 128                                    | Participants will connect with video if video session can be established. |
| 256                                    | 128   |
| 384                                    | 128   |
| 512                                    | 256   |
| 768                                    | 384   |
| 1920                                   | 768   |

16. In the *Msg Service Type* field, select **IVR** or **None** for a conference without voice messages. An IVR service allows participants to interact with the MCU by using DTMF codes and provides functionalities such as Conference Entry password, Conference Chairperson identification, Roll Call, Invite and Click&View. For more information about IVR, see the *MGC Manager User's Guide, Volume II, Chapter 2*.
17. If you have selected **IVR**, in the *Msg Service Name* list, select the name of the predefined IVR Service for the conference. If left blank, the default IVR Service is automatically selected if one is defined.
18. If required, select the **Conference On Port** option if available if *Continuous Presence* was selected in the *Video Session* area of the

*Conference Properties - General* tab. For more information about COP, see “Video Conference Types” on page 4-3.

19. To force all participants to use encryption, select the **Encryption** check box. For details about *Encryption* and encrypted conferences, see the *MGC Manager User's Guide, Volume II, Chapter 1*.
20. The Dual Stream mode and the Audio Algorithm are advanced features. For more information about these options, see the *MGC Manager User's Guide, Volume II, Chapter 1, “Dual Stream Modes”* and the *MGC Manager User's Guide, Volume I, Chapter 4 “Video Conference Parameters”*.
21. Optional. Click the **Participants** tab to add predefined participants to the conference. For more information on adding participants to a conference, see “To add a pre-defined participant to a conference:” on page 5-16.
22. If you selected *Continuous Presence* in the *Video Session* area of the *General* tab, click the **Video Sources** tab.

The *Conference Properties - Video Sources* tab opens.



23. Select the appropriate *Video Layout* for the conference. The available layouts displayed are determined by the type of *Continuous Presence* mode selected on the *General* tab. For more information about setting Video Layouts, see the *MGC Manager User's Guide, Volume I, Chapter 6, “Setting Video Layouts”*.

Alternatively, select the *Auto Layout* check box to have the system automatically and dynamically display layouts with the appropriate number of display windows according to the number of connected video participants.

24. In a Continuous Presence conference, you can add visual effects, such as borders and colors, to the video layouts display on the endpoints. For more details, see the *MGC Manager User's Guide, Volume I, Chapter 4*.



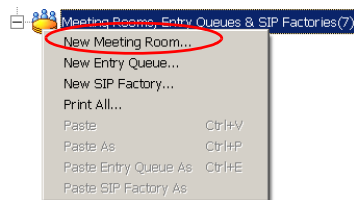
- The *Click&View* application available on participants' endpoints allows participants to modify their Personal Layouts, and the chairperson to modify the conference layout, in a Continuous Presence conference. For details about *Click&View*, see the *MGC Manager User's Guide, Volume I, Chapter-11*.
  - You must assign an IVR service to the conference to enable *Click&View*.
25. Use the default values for the remaining parameters. These parameters are detailed in the *MGC Manager User's Guide, Volume I, Chapter 4*.
  26. Click **OK**.  
The conference starts.

## Defining a New Video Meeting Room

A Meeting Room is a conference reservation without resource allocation, whose default duration is set to 2 hours.

### To define a New Video Meeting Room:

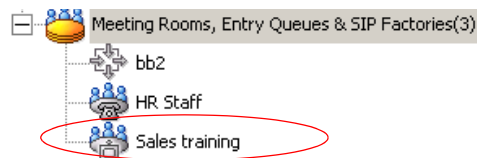
1. Expand the *MCU* tree.
2. Right-click the *Meeting Rooms, Entry Queues & SIP Factories* icon, and then click **New Meeting Room**.



The *Conference Properties* dialog box opens.

3. Define the parameters in the *General, Settings, Participants* and *Video Sources* tabs as described in steps 2-26 in “Creating an On Going Video Conference” on page 7-6.

The Video Meeting Room is added to the *Meeting Rooms, Entry Queues & SIP Factories* list.



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# MGC-25 Management Tools

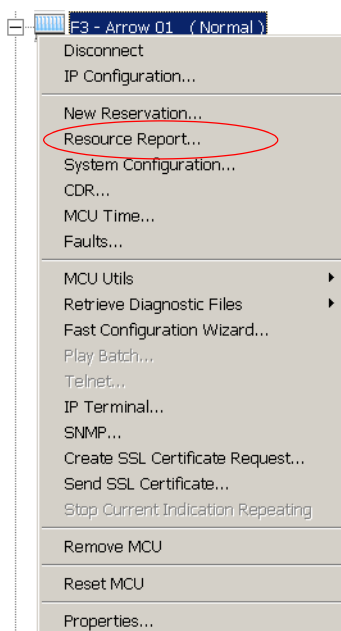
Various management tools are available to the MGC-25. For details on other management tools, see the *MGC Administrator's Guide*.

## MGC-25 Resources Report

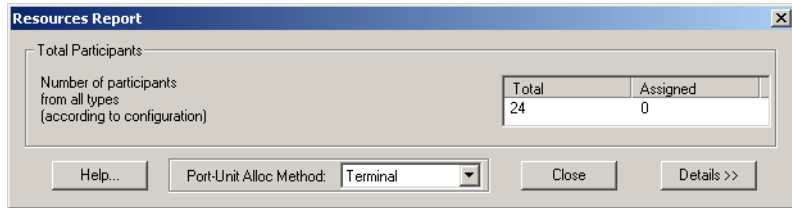
The Resource Report displays the number of ports that can be allocated to participants and the number of ports that are currently assigned to On Going Conferences, soon-to-begin reservations and Meeting Rooms.

**To view the MCU resources:**

1. Right-click the *MCU* icon, and then click **Resource Report**.



The *Resource Report* dialog box opens.



The following information is displayed:

Table 8-1: Resource Report Total Participants Display

| Column                             | Description  |
|------------------------------------|--|
| <i>Total</i>                       | The total number of participants that can be supported by the system.  |
| <i>Assigned</i>                    | The number of participant resources that are currently assigned to On Going Conferences and soon-to-begin (within 5 minutes) reserved conferences.   |
| <i>Port-Unit Allocation Method</i> | <p>The <i>Port-Unit Allocation Method</i> box determines how all the resources are allocated. The selection of the mode can be done only when no conference is running. The following modes are available:</p> <ul style="list-style-type: none"> <li>• <b>Circular</b> (default) - The system allocates the next available sequential unit in the order in which it is numbered on the card according to the unit numbers. For example, if the last used unit is 2, the next time a conference is run, the system will allocate units starting with unit 3 (provided that unit 3 is free).</li> </ul> <p>This mode should be used when you suspect that there may be faulty units, allowing the system to allocate other units for the conferences while the faulty units are replaced, or reset. However, this mode should not be used when debugging the system, as the problems will be inconsistent if the problematic units are not used constantly.</p> |

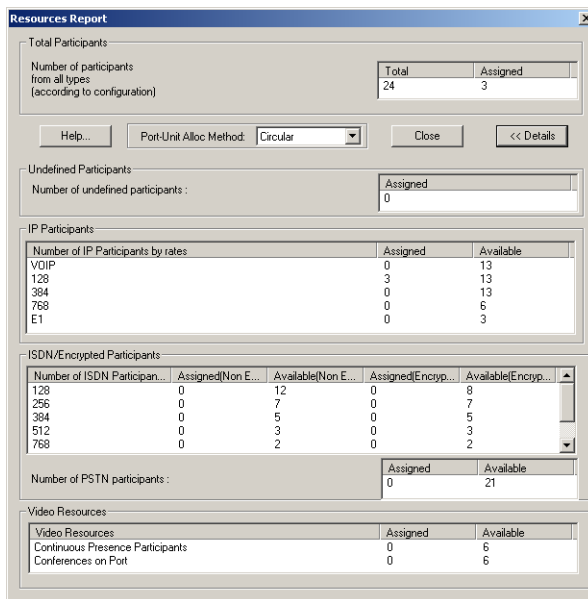


Table 8-1: Resource Report Total Participants Display

| Column                                  | Description   |
|---|---|
| Port-Unit Allocation Method (continued) | <ul style="list-style-type: none"> <li><b>Terminal</b> - The system always starts the unit allocation from the first free unit on the first card. This mode may be problematic when there is one faulty unit (especially if it is the first or second) that prevents the system from running conferences. However, this should be the selected mode when debugging the system.</li> </ul> |

- To view participant resources per network type and connection rate, click the **Details** button.

The *Resource Report - Details* section opens.



Both ISDN and IP encrypted participants require more resources than non-encrypted participants.

The number of ISDN participants that can connect to the MCU changes according to their use of encryption. The resource report reflects these

changes. Resources are shown by their actual port numbers, listing both the *Assigned* or *Available* number of ports.

**IP**

In the IP section of the Resources Report, both non-encrypted and encrypted participants are grouped together. For example, if one encrypted and one non-encrypted participants using a line rate of 128 Kbps attend a conference, the resource report displays the sum of the used resources of both participants together. In this case the non-encrypted participant is allocated 1 port and the encrypted participant 2 ports, totalling 3 ports.

**ISDN**

The ISDN participants section of the Resource Report differentiates between encrypted and non-encrypted participants listing both *Assigned* and *Available* ports for both non-encrypted and encrypted participants. The *Available* port column lists the total number of ports that can be allocated to encrypted and non-encrypted participants. For example, at a line rate of 128 Kbps up to 12 non-encrypted and 8 encrypted participants can connect to conferences running on the MGC-25. At a line rate of 384 Kbps, 5 non-encrypted and 5 encrypted participants can connect to conferences running on the MGC-25.

**PSTN**

PSTN does not support encryption. The system lists the number of ports that are available to non-encrypted participants for connection, using rates up to 64 Kbps.

3. The following information is displayed:

*Table 8-2: Resource Report - Details*

| Field                                   | Description  |
|---|--|
| <b>Number of Undefined Participants</b> | The total number of dial-in participants for which resources have been assigned in "Meet-Me" On Going Conferences and soon-to-begin (within 5 minutes) reserved conferences. |

Table 8-2: Resource Report - Details (Continued)

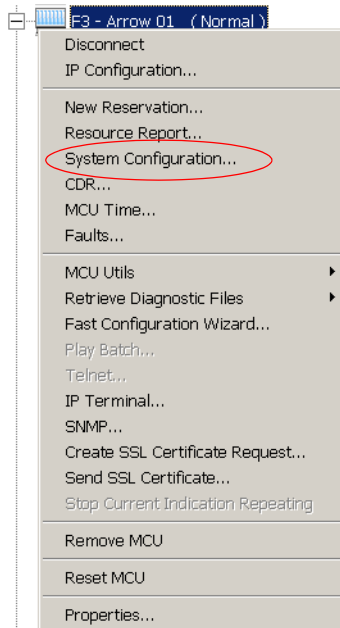
| <b>Field</b>                                    | <b>Description</b>  |
|---|---|
| <b><i>IP Participants</i></b>                   |   |
| <i>IP Participants - VOIP</i>                   | The number of participant resources that are assigned/available for IP participants of connection rates up to 64 Kbps.  |
| <i>IP Participants - 128, 384, 768, E1</i>      | The number of participant resources that are assigned/available for IP participants of connection rates of 128, 384, 768 Kbps and E1 respectively.                                    |
| <b><i>ISDN</i></b>                              |   |
| <i>ISDN Participants - 128, 384, 768 and E1</i> | The number of non-encrypted/encrypted participant resources that are assigned/available for ISDN participants of connection rates up to 128, 384, 768 Kbps and T1 or E1 respectively. |
| <b><i>Number of PSTN Participants</i></b>       | The number of non-encrypted/encrypted participant resources that are assigned/available for PSTN/Telephone participants of connection rates up to 64 Kbps.                            |
| <b><i>Video Resources</i></b>                   |   |
| <i>Continuous Presence Participants</i>         | The number of video resources that are assigned/available for individual participants.  |
| <i>Conferences On Port</i>                      | The number of video resources that are assigned/available for Conferences On Port.  |

## MCU System Configuration

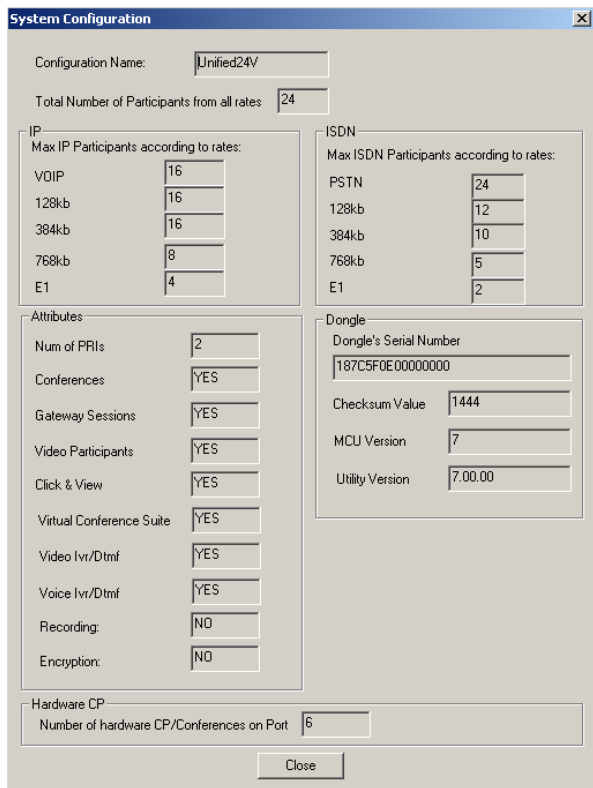
You can view the overall MGC-25 system configuration. The system configuration information indicates the total number of ISDN and IP ports licensed for the system, the number of PRIs connected to the system, and whether the system is configured to support conferencing, gateway sessions and/or video.

**To view the MGC-25 system configuration:**

- Right-click the *MCU* icon, and then click **System Configuration**.



The *System Configuration* dialog box opens.



The following information is displayed:

Table 8-3: System Configuration

| Field  | Description  |
|--|--|
| <i>Configuration Name</i>                          | The name of the type of configuration purchased.   |
| <i>Total Number of Participants from all rates</i> | The total number of participants that can connect to the system simultaneously from all network types. |

Table 8-3: System Configuration (Continued)

| Field  | Description   |
|--|---|
| <i>IP - Max IP Participants according to rates</i>     | The total number of participants that can connect to the system per connection rate. Each row represents total system capacity. For example, according to the configuration above, a maximum of 16 VOIP (64 Kbps) participants can connect to the system simultaneously.  |
| <i>ISDN - Max ISDN Participants according to rates</i> | The total number of participants that can connect to the system per connection rate. Each row represents total system capacity. For example, according to the configuration above, a maximum of 24 PSTN (64 Kbps) participants can connect to the system simultaneously.<br><b>Note:</b> ISDN capacities are calculated using E1 (1920 Kbps) as the basis for network capacity. If your system is connected via T1 (1536 Kbps), fewer participants may connect. |
| <i>Attributes</i>                                      | This area indicates the general attributes of the system.   |
| <i>Dongle</i>  | The <i>Dongle Serial Number</i> is a unique numeric identifier for the dongle installed in the system. The other values in this area display version information for Polycom support personnel.   |
| <i>Hardware CP</i>                                     | The number of ports available on the Video card for Continuous Presence participants or for Conferences On Port.  |

## MCU Card Management

The following task may be performed to manage the MCU cards:

- Listing the installed modules
- Viewing the module parameters
- Listing the cards units and options
- Displaying the Faults Report
- Resetting MCU



The MCU must be connected in order to perform the above tasks. For details, see Chapter 3, “Connecting to an MCU” on page 3-8.

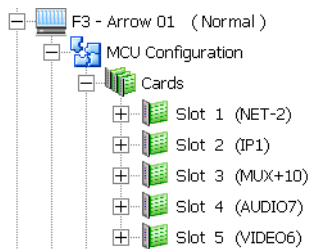
### Listing the Installed Cards

The MGC-25 can contain several cards. The cards are identified automatically by the MCU. You can check which are installed in a particular MCU by listing them.

#### To list an MCU’s cards:

1. In the *Browser* pane, expand the *MCU* tree.
2. Expand the *MCU Configuration* tree.
3. Expand the *Cards* list.

All the MCU slots are listed. Empty slots are indicated by a white card icon. Occupied slots are indicated by a green card icon.



The slot numbers indicated in the *Cards* tree are virtual slot numbers used for representing “cards” per functional area, not physical slot numbers. To view the physical slot number of a card, view the *Card Properties - Common Parameters*.

The MGC-25 can contain several cards, as listed in Table 8-4:

Table 8-4: MGC Cards

| Card         | Function   |
|--------------|--|
| NET2 Network | Interfaces between the MGC unit and the ISDN or T1 CAS network.  |
| IP Network   | Interfaces between the MGC unit and the LAN network.   |
| MUX+         | Multiplexes and demultiplexes audio and data information, performs channel aggregation and video processing in Video Switching conferences.                |
| AUDIO7       | Performs audio compression, decompression, bridging and DTMF tones.  |
| VIDEO6       | Optional, depending on configuration. Performs video compression and decompression. Must be used for Transcoding, Continuous Presence and COP conferences. |

When double-clicking the *Cards* icon in the *Browser* pane, the *Status* pane displays the status of each card:

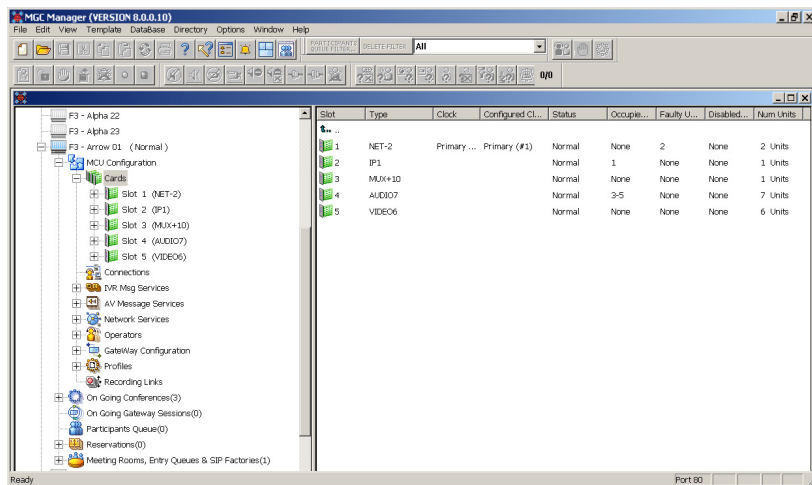




Table 8-5: MCU's Cards Status

| Field            | Description  |
|------------------|--|
| Slot             | Displays the slot icon and number; a white icon indicates an empty slot and a green icon indicates an occupied slot.   |
| Type             | Displays the type of card that occupies the slot. The following card types are available, as listed in Table 8-4.  |
| Clock            | This field is valid only for Net-2 cards. It indicates which Network card/span is used as the Master Clock.  |
| Configured Clock | Indicates which ISDN Network card was configured as the Primary network interface (for clocking). Changes take effect and are updated during the next MCU reset or power up.                                     |
| Status           | Indicates the card status: <i>Normal</i> or <i>Faulty</i> .  |
| Occupied Units   | Indicates the units that are currently used to run conferences by displaying their sequential number on the card. For example, 1, 6 indicates that two units, unit # 1 and unit # 6 are used to run conferences. |
| Faulty Units     | Indicates whether there are units on the card that are faulty and the displays the sequential number of the faulty unit.   |
| Disabled Units   | Indicates the units that were disabled by the operator. The units may be disabled using the card's right-click menu.   |
| Num Units        | Indicates the total number of units available for each module.   |

For additional information, see the *MGC Manager Administrator's Guide, Chapter 4*.

The configuration of each card can be checked and for specific cards, modified if required. Any operator can view the card's configuration settings. Only an operator defined as *Superuser* can modify the configuration settings of a card.

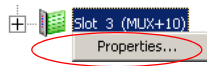
## Viewing Module Parameters

Each card is automatically identified by the system, as well as the versions of the programs embedded in it. These parameters can be viewed in the card *Properties - Card Settings* dialog box.

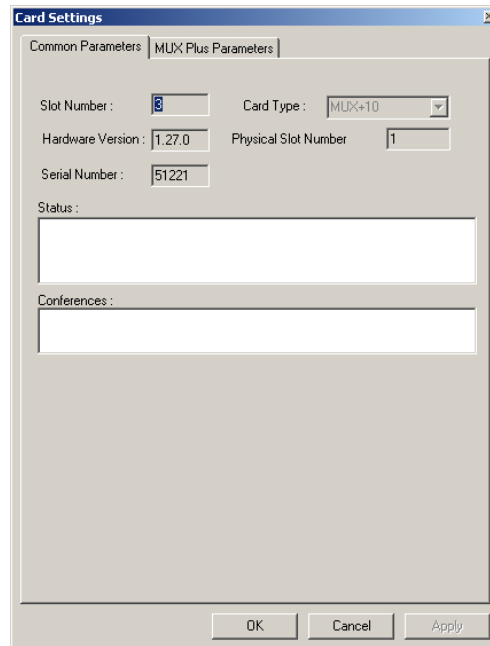
You may want to view the card parameters, disable one or more of the card's units, or modify the card configuration.

### To view any card parameters:

- Right-click the slot containing the card, and then click **Properties**.



The *Card Settings – Common Parameters* dialog box opens.



This dialog box appears in the properties of all cards, and it contains common fields.

The system indicates the physical slot in which the card is inserted, the card's type, hardware version and serial number as identified by the MCU's software.



When the MCU is updated with a new software version, the current card configuration definitions are automatically copied and the new configuration files are loaded to the card during the software download process.

The *Status* box displays all the error messages related to the card. When there is a problem with the card, a detailed description of the problem appears in this box.

The *Conferences* box displays the name of the conferences which are currently run by this card.

### Viewing the IP Card Properties

The IP card properties enable you to view additional information about the IP network, the Network Service assigned to this card, the card details, such as, the card type, hardware version, the MCU slot number, the card status, and the conferences that are handled by the card. The IP card units interface between the IP network and the MCU.

The MGC-25 card setup is a representative description of the card functionality that is similar to the MGC-50/100 IP+ card.

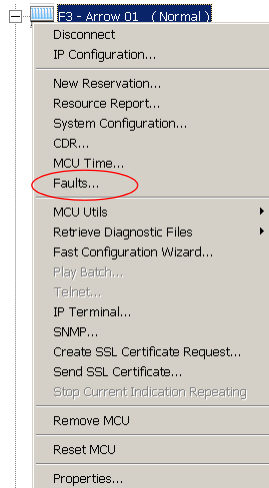
For a detailed description of the IP card properties, see the *MGC Administrator's Guide, Chapter 4, "Viewing the IP/IP+ Card Properties"*.

# MCU Faults Report

The *Faults* function records faults related to the MCU that are encountered during operation.

## To view the Faults list:

1. Right-click the *MCU* icon, and then click **Faults**.



The *Faults* window opens.

| Time                     | Category | Level       | Code                      | Description   |
|--------------------------|----------|-------------|---------------------------|---|
| Sep 23, 2002 01:43:43 PM | CARD     | MAJOR_ERROR | UNIT NOT RESPONDING       | Board ID: 5, Unit ID: 3.  |
| Sep 23, 2002 01:43:43 PM | CARD     | MAJOR_ERROR | UNIT NOT RESPONDING       | Board ID: 5, Unit ID: 2.  |
| Sep 23, 2002 01:43:43 PM | CARD     | MAJOR_ERROR | UNIT NOT RESPONDING       | Board ID: 5, Unit ID: 1.  |
| Sep 23, 2002 01:43:13 PM | CARD     | MINOR_ERROR | H323_LAN_LINK_STATUS_DOWN | Board ID: 5, Unit ID: 0.  |
| Sep 23, 2002 01:43:03 PM | CARD     | MAJOR_ERROR | UNIT NOT RESPONDING       | Board ID: 5, Unit ID: 12.   |
| Sep 23, 2002 01:29:17 PM | CARD     | MAJOR_ERROR | UNIT NOT RESPONDING       | Board ID: 9, Unit ID: 1.  |
| Sep 23, 2002 01:18:15 PM | CARD     | MAJOR_ERROR | UNIT NOT RESPONDING       | Board ID: 9, Unit ID: 3.  |
| Sep 23, 2002 12:23:07 PM | CARD     | MAJOR_ERROR | UNIT NOT RESPONDING       | Board ID: 9, Unit ID: 2.  |
| Sep 23, 2002 12:01:00 PM | CARD     | MAJOR_ERROR | UNIT NOT RESPONDING       | Board ID: 9, Unit ID: 3.  |
| Sep 23, 2002 11:57:38 AM | CARD     | MAJOR_ERROR | UNIT NOT RESPONDING       | Board ID: 9, Unit ID: 1.  |
| Sep 23, 2002 11:01:35 AM | CARD     | MAJOR_ERROR | UNIT NOT RESPONDING       | Board ID: 9, Unit ID: 6.  |
| Sep 22, 2002 11:57:38 PM | ASSERT   | MAJOR_ERROR | SOFTWARE_ASSERT_FAILURE   | File: mvpcpntl.cpp, Line: 3599, Code: 1, .RetAddr1: 0x003d4733, RetAddr2: 0 |
| Sep 22, 2002 09:57:52 PM | ASSERT   | MAJOR_ERROR | SOFTWARE_ASSERT_FAILURE   | File: mvpcpntl.cpp, Line: 3599, Code: 1, .RetAddr1: 0x003d4733, RetAddr2: 0 |
| Sep 22, 2002 09:57:52 PM | ASSERT   | MAJOR_ERROR | SOFTWARE_ASSERT_FAILURE   | File: mvpcpntl.cpp, Line: 3599, Code: 1, .RetAddr1: 0x003d4733, RetAddr2: 0 |
| Sep 22, 2002 09:57:46 PM | ASSERT   | MAJOR_ERROR | SOFTWARE_ASSERT_FAILURE   | File: mvpcpntl.cpp, Line: 3599, Code: 1, .RetAddr1: 0x003d4733, RetAddr2: 0 |
| Sep 22, 2002 08:56:36 PM | ASSERT   | MAJOR_ERROR | SOFTWARE_ASSERT_FAILURE   | File: mvpcpntl.cpp, Line: 3599, Code: 1, .RetAddr1: 0x003d4733, RetAddr2: 0 |
| Sep 22, 2002 08:56:36 PM | ASSERT   | MAJOR_ERROR | SOFTWARE_ASSERT_FAILURE   | File: mvpcpntl.cpp, Line: 3599, Code: 1, .RetAddr1: 0x003d4733, RetAddr2: 0 |

The following columns appear in the *Faults* report:

Table 8-6: *Faults Columns*





| Field                   | Description   |
|-------------------------|---|
| <i>Time</i>             | Lists the date and time that the fault occurred. This column also includes the icon indicating the fault Level. The Levels and their icons are detailed in the <i>Level</i> field.  |
| <i>Category</i>         | Lists the type of fault. The following categories may be listed: <ul style="list-style-type: none"> <li>• <i>File</i> - the fault is caused when a problem is detected in one of the files stored on the MCU's hard disk.</li> <li>• <i>Reservation</i> - indicates that conferences that were reserved in the system when the system was shut down were not recovered when the system restarted.</li> <li>• <i>Card</i> - indicates problems with a card.</li> <li>• <i>Exception</i> - indicates errors reported by the computer (PC).</li> </ul>   |
| <i>Category (cont.)</i> | <ul style="list-style-type: none"> <li>• <i>General</i> - indicates general faults.</li> <li>• <i>Assert</i> - indicates internal software errors that are reported by the software program.</li> <li>• <i>Startup</i> - indicates errors that occurred during system startup.</li> </ul>   |
| <i>Level</i>            | Indicates the severity of the problem. There are three fault indicators: <ul style="list-style-type: none"> <li>• Major Error </li> <li>• Minor Error </li> <li>• MCU Startup indicator </li> <li>• System Message </li> </ul> <p>The icon of the fault <i>Level</i> appears in the <i>Time</i> column.</p> |

Table 8-6: Faults Columns

| Field              | Description   |
|--------------------|---|
| <i>Code</i>        | Indicates the code of the problem, according to the fault category. A list of codes per category can be found in <i>Appendix A of the MGC Administrator's Guide</i> . |
| <i>Description</i> | When applicable, displays a more detailed explanation of the cause of the problem.  |

2. You can save the Faults report to a text file. To do so, click the **Save to file** button.  
The *Save As* dialog box opens.
3. Select a destination folder and enter the file name, and then click **Save**.  
You return to the *Faults* window.
4. To exit the *Faults* window, click the **Close** button.

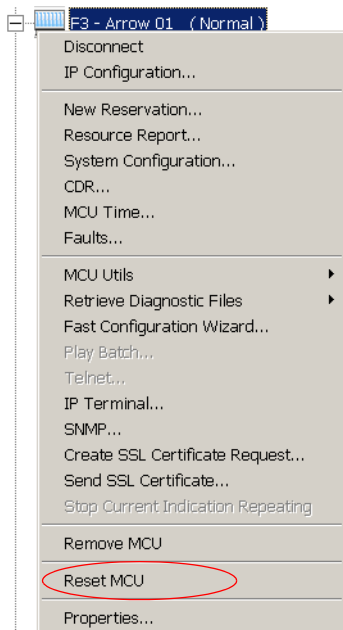
## Reset MCU

The *Reset MCU* function is used to reset the MCU when there are substantial changes to the MCU hardware, or when there are problems with the MCU. If a reset is performed while running On Going Conferences, at the end of the MCU Startup, these conferences are automatically restored with all the defined participants in “Standby” state, and will be reconnected to the conference.

When the MCU is started, only the list of near future reservations is loaded to the MCU memory, while the information of all other reservations are kept on the MCU’s hard disks, resulting in faster loading time.

### To reset the MCU:

- Right-click the *MCU* icon, and then click **Reset MCU**.



When the MCU is resetting, the MCU icon changes accordingly.





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## Appendix A: Default Templates

Five default Reservation templates are installed with the MGC Manager:

- **Audio (Default-Audio)**
- **COP (Default\_COP)**
- **Video (Default\_Video)**
- **Software Continuous Presence (SW CP)**
- **Video Switching (Video-Switch)**

This appendix lists the values of the fields in the default templates. For a detailed description of the fields, refer to the *MGC Manager User's Guide, Volume I, Chapter 4*.

## Default-Audio - Conference Template Properties

| Parameter                | Value                                   |
|--------------------------|---|
| <b>General</b>           |   |
| Name                     | Default_Audio                           |
| Duration                 | 2:00 Hours                              |
| Billing                  | (empty)                                 |
| Entry Queue Access       | Yes                                     |
| Meet Me Per Conf.        | Yes                                     |
| Conf. Entry Password     | (empty - to be allocated by the system) |
| Web/Chairperson Password | (empty - to be allocated by the system) |
| Numeric ID               | (empty)                                 |
| User Defined 1-3         | (empty)                                 |
| Conference Type          | Standard                                |
| Media                    | Audio                                   |
| Supported Network        | IP, ISDN, ATM, MPI                      |
| Remarks                  | (empty)                                 |
| Remarks History          | (empty - disabled)                      |
| <b>Scheduler</b>         |   |
| Starting Date            | (current date)                          |
| Starting Time            | (current time)                          |
| <b>Settings</b>          |   |
| Encryption               | No (disabled)                           |
| Enable IVR Service       | Yes                                     |

| Parameter                         | Value   |
|-----------------------------------|---|
| Msg Service Name                  | (empty - the default service is selected)             |
| VTX 1000                          | No  |
| On Hold                           | No  |
| Enable Invite                     | No  |
| SilenceIT                         | No  |
| Label                             | [None]  |
| Conference Lock                   | No  |
| Mute 'Meet Me' Parties            | No  |
| Start Conf. Requires Chairperson  | Yes   |
| Terminate After Chairperson Exits | Yes   |
| Auto Termination                  | Yes   |
| Before First Join                 | 25 Min  |
| After Last Quit                   | 5 Min (disabled)                                      |
| Audio Alg.                        | 56(G711) (disabled)                                   |
| Roll Call                         | No  |
| Entry Tone/Roll Call announcement | Yes   |
| End Time Alert Tone               | Yes - 5 Minutes                                       |
| Exit Tone/Roll Call announcement  | Yes   |
| Audio Mix Depth                   | 3 Sites   |
| <b>Participants</b>               |   |
| Pre-Defined Participants          | (contents of displayed Pre-Defined Participants File) |
| Conference Participants           | (empty)   |
| Search                            | (empty)   |

| Parameter                        | Value                    |
|----------------------------------|--------------------------|
| Allow undefined Participants     | Yes (disabled)           |
| Min Participants                 | 3                        |
| Max Participants                 | Auto                     |
| Pre-Defined Participants File    | (as previously selected) |
| Dial-Out Manually                | No                       |
| <b>Meet Me Per Conf</b>          |                          |
| Meeting Room - Limited Sequences | No (disabled)            |
| Meet-Me Service                  | (empty)                  |
| <b>Recording</b>                 |                          |
| Enable Recording                 | No                       |

## Default\_COP - Conference Template Properties

| Parameter                | Value                               |
|--------------------------|-------------------------------------|
| <b>General</b>           |                                     |
| Name                     | Default_COP                         |
| Duration                 | 2:00 Hours                          |
| Billing                  | (empty)                             |
| Entry Queue Access       | No                                  |
| Meet Me Per Conf.        | Yes                                 |
| Conf. Entry Password     | (empty - to be allocated by system) |
| Web/Chairperson Password | (empty - to be allocated by system) |
| Numeric ID               | (empty)                             |
| User Defined 1-3         | (empty)                             |
| Conference Type          | Standard                            |
| Media                    | Video, Audio                        |
| Supported Network        | IP, ISDN, ATM, MPI                  |
| Video Session            | Continuous Presence - Classic       |
| Remarks                  | (empty)                             |
| Remarks History          | (empty - disabled)                  |
| <b>Scheduler</b>         |                                     |
| Starting Date            | (current date)                      |
| Starting Time            | (current time)                      |
| <b>Settings</b>          |                                     |
| Restricted               | No                                  |
| Line Rate                | 384 Kbps                            |

| Parameter                         | Value              |
|-----------------------------------|--------------------|
| Video Rate In/Out                 | (empty - disabled) |
| Msg Service Type                  | None               |
| Conference On Port                | Yes                |
| Encryption                        | No                 |
| SilenceIT                         | No (disabled)      |
| VTX 1000                          | No                 |
| Chair Control                     | None               |
| Cascade                           | None               |
| T120 Rate                         | None               |
| FECC/LSD Rate                     | None               |
| Label                             | [None]             |
| Conference Lock                   | No                 |
| Mute 'Meet Me' Parties            | No (disabled)      |
| Start Conf. Requires Chairperson  | No (disabled)      |
| Terminate After Chairperson Exits | No (disabled)      |
| On Hold                           | No (disabled)      |
| Enable Invite                     | No (disabled)      |
| Auto Termination                  | Yes                |
| Before First Join                 | 25 Min             |
| After Last Quit                   | 5 Min              |
| Audio Alg.                        | Auto               |
| Dual Stream Mode                  | [None]             |
| Roll Call                         | No (disabled)      |
| Entry Tone/Roll Call announcement | Yes                |

| Parameter                        | Value   |
|----------------------------------|---|
| End Time Alert Tone              | Yes - 5 Min   |
| Exit Tone/Roll Call announcement | Yes   |
| Talk Hold Time                   | 1.5 Sec   |
| Audio Mix Depth                  | 3 Sites   |
| Pro-Motion                       | Auto (disabled)                                       |
| Video Protocol                   | Auto  |
| Video Format                     | Auto (disabled)                                       |
| Frame Rate                       | Auto (disabled)                                       |
| Quality                          | Auto  |
| Annex N                          | No (disabled)   |
| Annex P                          | No (disabled)   |
| Annex F                          | No (disabled)   |
| <b>Participants</b>              |   |
| Pre-Defined Participants         | (contents of displayed Pre-Defined Participants File) |
| Conference Participants          | (empty)   |
| Search                           | (empty)   |
| Allow undefined Participants     | Yes   |
| Min Participants                 | 3   |
| Max Participants                 | Auto  |
| Pre-Defined Participants File    | (as previously selected)                              |
| Dial-Out Manually                | No  |
| <b>Video Sources</b>             |   |
| Background                       | (enabled)   |
| Layout Border                    | Yes   |

| Parameter                        | Value          |
|----------------------------------|----------------|
| Speaker Notation                 | Yes            |
| Auto Layout                      | No             |
| Video Layout                     | 5+             |
| Same Layout                      | Yes (disabled) |
| Lecture Mode                     | [None]         |
| <b>Meet Me Per Conf</b>          |                |
| Meeting Room - Limited Sequences | No (disabled)  |
| Meet-Me Service                  | (empty)        |
| <b>Recording</b>                 |                |
| Enable Recording                 | No             |



## Default\_Video - Conference Template Properties

| Parameter                | Value                               |
|--------------------------|-------------------------------------|
| <b>General</b>           |                                     |
| Name                     | Default_Video                       |
| Duration                 | 2:00 Hours                          |
| Billing                  | (empty)                             |
| Entry Queue Access       | No                                  |
| Meet Me Per Conf.        | Yes                                 |
| Conf. Entry Password     | (empty - to be allocated by system) |
| Web/Chairperson Password | (empty - to be allocated by system) |
| Numeric ID               | (empty)                             |
| User Defined 1-3         | (empty)                             |
| Conference Type          | Standard                            |
| Media                    | Video, Audio                        |
| Supported Network        | IP, ISDN, ATM, MPI                  |
| Video Session            | Continuous Presence - Classic       |
| Remarks                  | (empty)                             |
| Remark History           | (empty - disabled)                  |
| <b>Scheduler</b>         |                                     |
| Starting Date            | (current date)                      |
| Starting Time            | (current time)                      |
| <b>Settings</b>          |                                     |
| Restricted               | No                                  |
| Line Rate                | 384 Kbps                            |

| Parameter                         | Value              |
|-----------------------------------|--------------------|
| Video Rate In/Out                 | (empty - disabled) |
| Msg Service Type                  | None               |
| Conference on Port                | No                 |
| Encryption                        | No                 |
| SilenceIT                         | No (disabled)      |
| VTX 1000                          | No                 |
| Chair Control                     | None               |
| Cascade                           | None               |
| T120 Rate                         | None               |
| FECC/LSD Rate                     | None               |
| Label                             | [None]             |
| Conference Lock                   | No                 |
| Mute 'Meet Me' Parties            | No (disabled)      |
| Start Conf. Requires Chairperson  | No (disabled)      |
| Terminate After Chairperson Exits | No (disabled)      |
| On Hold                           | No (disabled)      |
| Enable Invite                     | No (disabled)      |
| Auto Termination                  | Yes                |
| Before First Join                 | 25 Min             |
| After Last Quit                   | 5 Min              |
| Audio Alg.                        | Auto               |
| Dual Stream Mode                  | [None]             |
| Roll Call                         | No (disabled)      |
| Entry Tone/Roll Call announcement | Yes                |

| Parameter                        | Value   |
|----------------------------------|---|
| End Time Alert Tone              | Yes - 5 Min   |
| Exit Tone/Roll Call announcement | Yes   |
| Talk Hold Time                   | 1.5 Sec   |
| Audio Mix Depth                  | 3 Sites   |
| Pro-Motion                       | Auto (disabled)                                       |
| Video Protocol                   | Auto  |
| Video Format                     | Auto (disabled)                                       |
| Frame Rate                       | Auto (disabled)                                       |
| Quality                          | Auto  |
| Annex N                          | No (disabled)   |
| Annex P                          | No (disabled)   |
| Annex F                          | No (disabled)   |
| <b>Participants</b>              |   |
| Pre-Defined Participants         | (contents of displayed Pre-Defined Participants File) |
| Conference Participants          | (empty)   |
| Search                           | (empty)   |
| Allow undefined Participants     | Yes   |
| Min Participants                 | 3   |
| Max Participants                 | Auto  |
| Pre-Defined Participants File    | (as previously selected)                              |
| Dial-Out Manually                | No  |
| <b>Video Sources</b>             |   |
| Background                       | (enabled)   |
| Layout Border                    | Yes   |

| Parameter                        | Value         |
|----------------------------------|---------------|
| Speaker Notation                 | Yes           |
| Auto Layout                      | No            |
| Video Layout                     | 5+            |
| Same Layout                      | No            |
| Lecture Mode                     | [None]        |
| <b>Meet Me Per Conf</b>          |               |
| Meeting Room - Limited Sequences | No (disabled) |
| Meet-Me Service                  | (empty)       |
| <b>Recording</b>                 |               |
| Enable Recording                 | No            |

## Software CP - Conference Template Properties

| Parameter                | Value                               |
|--------------------------|-------------------------------------|
| <b>General</b>           |                                     |
| Name                     | SW CP                               |
| Duration                 | 2:00 Hours                          |
| Billing                  | (empty)                             |
| Entry Queue Access       | No                                  |
| Meet Me Per Conf.        | Yes                                 |
| Conf. Entry Password     | (empty - to be allocated by system) |
| Web/Chairperson Password | (empty - to be allocated by system) |
| Numeric ID               | (empty)                             |
| User Defined 1-3         | (empty)                             |
| Conference Type          | Standard                            |
| Media                    | Video, Audio                        |
| Supported Network        | IP                                  |
| Video Session            | Continuous Presence - Software      |
| Remarks                  | (empty)                             |
| Remark History           | (empty - disabled)                  |
| <b>Scheduler</b>         |                                     |
| Starting Date            | (current date)                      |
| Starting Time            | (current time)                      |
| <b>Settings</b>          |                                     |
| Restricted               | No (disabled)                       |
| Line Rate (Outgoing)     | 384 Kbps                            |

| Parameter                         | Value                          |
|-----------------------------------|--------------------------------|
| Video Rate In/Out                 | (80 Kbps / 320 kbps- disabled) |
| Msg Service Type                  | None                           |
| Conference on Port                | No (disabled)                  |
| Encryption                        | No                             |
| SilenceIT                         | No (disabled)                  |
| VTX 1000                          | No (disabled)                  |
| Chair Control                     | None (disabled)                |
| Cascade                           | None (disabled)                |
| T120 Rate                         | None                           |
| FECC/LSD Rate                     | None                           |
| Label                             | [None]                         |
| Conference Lock                   | No                             |
| Mute 'Meet Me' Parties            | No (disabled)                  |
| Start Conf. Requires Chairperson  | No (disabled)                  |
| Terminate After Chairperson Exits | No (disabled)                  |
| On Hold                           | No (disabled)                  |
| Enable Invite                     | No (disabled)                  |
| Auto Termination                  | Yes                            |
| Before First Join                 | 25 Min                         |
| After Last Quit                   | 5 Min                          |
| Audio Alg.                        | Auto                           |
| Dual Stream Mode                  | [None] (disabled)              |
| Roll Call                         | No (disabled)                  |
| Entry Tone/Roll Call announcement | Yes                            |

| Parameter                        | Value   |
|----------------------------------|---|
| End Time Alert Tone              | Yes - 5 Min   |
| Exit Tone/Roll Call announcement | Yes   |
| Talk Hold Time                   | 1.5 Sec   |
| Audio Mix Depth                  | 3 Sites   |
| Pro-Motion                       | Auto (disabled)                                       |
| Video Protocol                   | H261  |
| Video Format                     | CIF   |
| Frame Rate                       | 30 pic/sec  |
| Quality                          | Auto (disabled)                                       |
| Annex N                          | No (disabled)   |
| Annex P                          | No (disabled)   |
| Annex F                          | No (disabled)   |
| <b>Participants</b>              |   |
| Pre-Defined Participants         | (contents of displayed Pre-Defined Participants File) |
| Conference Participants          | (empty)   |
| Search                           | (empty)   |
| Allow undefined Participants     | Yes   |
| Min Participants                 | 3   |
| Max Participants                 | Auto  |
| Pre-Defined Participants File    | (as previously selected)                              |
| Dial-Out Manually                | No  |
| <b>Video Sources</b>             |   |
| Background                       | (disabled)  |
| Layout Border                    | No (disabled)   |

| Parameter                        | Value             |
|----------------------------------|-------------------|
| Speaker Notation                 | No (disabled)     |
| Auto Layout                      | No (disabled)     |
| Video Layout                     | 2                 |
| Same Layout                      | Yes               |
| Lecture Mode                     | [None] (disabled) |
| <b>Meet Me Per Conf</b>          |                   |
| Meeting Room - Limited Sequences | No (disabled)     |
| Meet-Me Service                  | (empty)           |
| <b>Recording</b>                 |                   |
| Enable Recording                 | No                |



## Video-Switch - Conference Template Properties

| Parameter                | Value                               |
|--------------------------|-------------------------------------|
| <b>General</b>           |                                     |
| Name                     | Video-Switch                        |
| Duration                 | 2:00 Hours                          |
| Billing                  | (empty)                             |
| Entry Queue Access       | No                                  |
| Meet Me Per Conf.        | Yes                                 |
| Conf. Entry Password     | (empty - to be allocated by system) |
| Web/Chairperson Password | (empty - to be allocated by system) |
| Numeric ID               | (empty)                             |
| User Defined 1-3         | (empty)                             |
| Conference Type          | Standard                            |
| Media                    | Video, Audio                        |
| Supported Network        | IP, ISDN, ATM, MPI                  |
| Video Session            | Video Switching                     |
| Remarks                  | (empty)                             |
| Remark History           | (empty - disabled)                  |
| <b>Scheduler</b>         |                                     |
| Starting Date            | (current date)                      |
| Starting Time            | (current time)                      |
| <b>Settings</b>          |                                     |
| Restricted               | No                                  |
| Line Rate                | 384 Kbps                            |

| Parameter                         | Value              |
|-----------------------------------|--------------------|
| Video Rate In/Out                 | (empty - disabled) |
| Msg Service Type                  | None               |
| Conference on Port                | No (disabled)      |
| Encryption                        | No                 |
| SilenceIT                         | No (disabled)      |
| VTX 1000                          | No                 |
| Chair Control                     | None               |
| Cascade                           | None               |
| T120 Rate                         | None               |
| FECC/LSD Rate                     | None               |
| Label                             | [None]             |
| Conference Lock                   | No                 |
| Mute 'Meet Me' Parties            | No (disabled)      |
| Start Conf. Requires Chairperson  | No (disabled)      |
| Terminate After Chairperson Exits | No (disabled)      |
| On Hold                           | No (disabled)      |
| Enable Invite                     | No (disabled)      |
| Auto Termination                  | Yes                |
| Before First Join                 | 25 Min             |
| After Last Quit                   | 5 Min              |
| Audio Alg.                        | 56 (G722/G711)     |
| Dual Stream Mode                  | [None]             |
| Roll Call                         | No (disabled)      |
| Entry Tone/Roll Call announcement | Yes                |

| Parameter                        | Value   |
|----------------------------------|---|
| End Time Alert Tone              | Yes - 5 Min   |
| Exit Tone/Roll Call announcement | Yes   |
| Talk Hold Time                   | 1.5 Sec   |
| Audio Mix Depth                  | 3 Sites   |
| Pro-Motion                       | Auto  |
| Video Protocol                   | Auto  |
| Video Format                     | Auto (disabled)                                       |
| Frame Rate                       | Auto (disabled)                                       |
| Quality                          | Auto (disabled)                                       |
| Annex N                          | No (disabled)   |
| Annex P                          | No (disabled)   |
| Annex F                          | No (disabled)   |
| <b>Participants</b>              |   |
| Pre-Defined Participants         | (contents of displayed Pre-Defined Participants File) |
| Conference Participants          | (empty)   |
| Search                           | (empty)   |
| Allow undefined Participants     | Yes   |
| Min Participants                 | 3   |
| Max Participants                 | Auto  |
| Pre-Defined Participants File    | (as previously selected)                              |
| Dial-Out Manually                | No  |
| <b>Video Sources</b>             |   |
| Background                       | (disabled)  |
| Layout Border                    | No (disabled)   |

| Parameter                        | Value           |
|----------------------------------|-----------------|
| Speaker Notation                 | No (disabled)   |
| Auto Layout                      | No (disabled)   |
| Video Layout                     | 1 (full screen) |
| Same Layout                      | Yes             |
| Lecture Mode                     | [None]          |
| <b>Meet Me Per Conf</b>          |                 |
| Meeting Room - Limited Sequences | No (disabled)   |
| Meet-Me Service                  | (empty)         |
| <b>Recording</b>                 |                 |
| Enable Recording                 | No              |